User Guide

Intended for products

TrustPort Antivirus 2013

TrustPort Internet Security 2013

TrustPort Total Protection 2013

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Note

… « this part of the manual applies only to products *Internet Security* and *Total Protection*

… « this part of the manual applies only to *Total Protection* product

Remaining unmarked parts of the manual apply to all products, i.e. Antivirus, Internet Security and Total Protection.

1 TrustPort Antivirus

1.1 Product overview and key features

The TrustPort Antivirus is an antivirus program that protects your computer from virus attacks and other malicious codes. It watches your computer continuously and prevents it from a virus infection. In case that your computer is attacked, it reveals the infected files before they can be executed and heals them. It also quarantines files so that they cannot do any harm. It enables you to configure all the components according to your demands.

- Continuously watches your computer by the means of the On-Access Scanner.
- Provides the on-demand scanning.
- Offers the heuristic analysis function which enables the antivirus software to reveal new and unknown viruses as well.
- Enables checking the activities of the suspicious objects by the means of the virtual computer functions which is effective for revealing new and unknown viruses.
- Enables scanning archives (zip, arj, cab...).
- It is suitable for scanning harddisks, mapped network disks and various removable media including flash disks.
- Enables files scanning before reading and after writing, which protects them from malicious codes attacks.
- Creates a detailed, well-arranged and fully compatible report of the scanning history.
- Contains a safe region - quarantine where suspicious and infected files are put aside.
- It is built on the base of multiengine core.
- Enables both scheduled automatic updates without user's intervention and the immediate on-demand update.
- Enables setting more update servers and routing to another one in case of failure, without user's intervention.
- It is integrated into both the shell context menu and the Windows status bar.
- It is integrated into the Windows Security Center. The Security Center watches if the antivirus program is installed and checks if the On-Access Scanner is running and if your computer is secured against a virus infection or not. The Security Center automatically warns you if your antivirus definitions are not up-to-date.
- Contains Internet Scanner - a powerful utility which prevents your computer from getting infected from the network or through email communication and helps to isolate spam from solicited emails. «

1.2 Minimum System Requirements

The TrustPort Antivirus requires at least the following hardware and software configuration:

- Windows 2000/2003/XP/Vista/Win7.
- Pentium III or higher Pentium-compatible CPU.
- At least 512 megabytes (MB) of RAM; more memory generally improves the responsiveness.
- 400 megabytes (MB) of hard disk space.

The TrustPort Server Antivirus requires at least the following hardware and software configuration:

- Windows 2000/2003/2008/SBS 2008.
- Pentium III or higher Pentium-compatible CPU.
- At least 512 megabytes (MB) of RAM; more memory generally improves the responsiveness.
- 400 megabytes (MB) of hard disk space.

1.3 What is new in this version

TrustPort Antivirus 2013

- Improved Application Inspector:

  - new default modes - Secure Mode, Recommended Mode and User Defined Mode
  - applications are divided into groups - allowed, restricted and blocked
  - option to run user defined application with special restricted mode (sandbox)
  - option to divide applications into groups with different rules
  - option to protect specified parts of filesystem and Windows registry
  - optional maximum size of checked files, check of digitally signed applications, automatic enable/disable applications

- Improved Device Security:

  - new enhanced GUI interface
  - the possibility of blocking devices by device type or connectivity ports.
  - device action settings - ask user/allow/block «

- Engines:

  - new proprietary TrustPort scanning engine based on dynamic whitelisting – technology based on database of known clean files
  - upgrade of Vipre scanning engine (including new MX-Virtualization for the heuristic malware's detection. MX-V uses Dynamic Translation emulator optimized for speed)
  - unified global settings for all scanning engines
  - new decompression library speeding up the scanning process

- New GUI of the program, simplified basic user interface

- Added new item Scan network drives into On-Access Scanner options

- Added new TrustPort OEM phishing/malware database

- New standard/custom mode in the installer

- Windows 8 compatible

- Update locations are unified for all components, access to updates is optimized for transfer speed

- Silent mode of AV

- Option to restore default configuration

- Portunes – iPhone/Android and Windows password manager/security storage for sensitive information «

- Skytale – iPhone/Android and Windows application for encryption of messages «

2 Introduction to the antivirus protection

In this part of the manual we will try to introduce you the mystique of antivirus problems. We will give you the basic information step by step in five chapters. You should know the information for proper using of your antivirus program and you should extract the basic set of pieces of information to understand better how this antivirus software works, what is and what is not dangerous to change in its settings and why.

- **What is a computer virus and what is not**
- **Computer viruses classification**
- **Ten commandments of antivirus protection**
- **Which extensions are (un)safe**
- **Antivirus protection glossary**

2.1 What is a computer virus and what is not

Computers are threatened not only by viruses but also by other malicious codes. Antivirus programs detect most of them. But there often appear different phenomena in computers that cannot be classified as malicious codes - malware (malicious/malign software).

- **Computer virus** - It is a piece of a program code that is able to make copies of itself through the host application more than once. In a plain language: Virus is a computer program that spreads without letting know the user sitting at the computer. It has no other property. It does not need to do harm, it does not need to call anybody's attention to itself, which are examples of extra symptoms that their authors add for various reasons.
- **Trojan horse** - It is in fact any computer program, which on one hand does what the user is expecting it to do, but on the other hand does something that the user has no notion of and that she or he probably would not agree with. Let us give you an example: some dubious software downloaded from Internet - when you execute it, you can take pleasure in watching a beautiful African dancer, but the same program can be sending files from your computer at the moment (and we certainly do not need to emphasize that it makes no difference between private data and less private data - it is just a dull program) or encrypting some data and consequently asking for a kickback for the code.
- **Backdoors** - As the name of this software suggests, these are applications that "open" the computer (without warning the user) for the attackers, who are interested in the data stored on it or in your computer as a tool for their future attacks. More than a type, this is a software property. Genuine backdoors occur very seldom, more likely they are combined with another application type, for example Trojan horses or computer viruses.
- **E-mail worms** - It is a slight exaggeration to say that it is a computer virus that uses e-mail services for its spread. But it is not as simple as that. While a computer virus needs host applications for its spread (with the exception of so-called accompanying viruses, which adopt the name of exe files, but they have the com extension and "presume" on the fact that this extension is preferred by operating systems), an e-mail worm is generally malicious itself (there are more exceptions indeed - for example the macrovirus Melissa uses e-mail for its spread) and needs no "host".
- **Funny programs** - It is perhaps a strange category among the other malicious codes, but it belongs here. Most of the funny programs behave in a way that they are impossible to quit correctly and hard restart is unavoidable. It may cause fairly serious problems to machines that should run non-stop. That is why antivirus programs are often set to detect these undesirable codes.

Therefore viruses and other malicious programs are detected by antivirus programs. When operating computers, the following problems can be met frequently:

- **Programming errors** - In spite of the fact that programmers do their best to test and check their work, sometimes an error or omission occurs. The more complicated and complex software, the higher probability of an error, of course. That is why sometimes a computer program disobeys its owner without any obvious reason. It can be due to a virus, but not necessarily.
- **Software or hardware collision** - Yes, it is like that. Even computer programs compete with each other for the free system resources or battle against the lack of capacity (for example, free disk space). Apart from the fact that the most hardware, despite the one hundred percent compatibility declared, is much less compatible. These breakdowns are often adjudicated to the effects of malicious codes (according to the motto "the reason is unknown, there must be some virus behind it").
- **Hardware failures** - Another very often "defect" that we can come across in the world of information technologies. Harddisk failures may lead to irrevocable loss of data (backup, backup and once more backup!), but it is not always the consequence of a malicious code attack. Moreover, viruses are not able to damage the hardware physically (even if they can "simulate"

its defect). So if you see some strange colors on the screen, first check the graphic card and its functionality - sooner than you start to revile the virus authors or the antivirus software developers.

- **Software damages** - A software damage (being a typical sign of computer viruses) can be caused by many other ways. For example an incorrect program can terminate (for example due to short-term power cut) during saving data file. Not every data or software damage is a result of a work of a computer virus. But it is convenient to be cautious so scan the computer properly and try to find the source of problems at any rate. At least in order to avoid the same situation in the future.
- **False alarms** - The illness of all antivirus programs. Despite there are less and less false alarms (situations, when the scanning program classifies a clean file or area as infected or suspicious), they will never disappear. "False alarms" are sort of the tax on security, when the antivirus software developers try to reach the optimal price/performance ratio (in this case it is more the scanning quickness/user's security ratio).

2.2 Computer viruses classification

Computer viruses and malicious codes in general can be divided with respect to various aspects and attributes. The attempt to classify codes according to some attributes is not easy at all and in practice, one can come across codes that combine properties of several categories. Well, there is not everything only black or white in the real world.

We point out that the computer viruses field is developing very dynamically and that some following categories belong to the museum at this moment - nevertheless, we list them all for completeness sake.

According to the visible symptoms:

- **Viruses without symptoms**
  The most of malicious codes try to show themselves as little as possible - at least in the way that the attacked user doesn't notice them. The reason is quite simple: any evidence causes the revelation and the user starts to fight against the malicious code and if she or he does it a little adroitly, she or he will usually win. This is just the reason why programmers intend to restrict these symptoms to absolutely unavoidable minimum.
- **Viruses with a graphic exhibition**
  If an author of a malicious code decides to involve some exhibition, it is usually the graphic one. It may be displaying some message on the screen (stop testing products on animals, stop wildwood felling etc.) or it can modify the desktop. Often programmers take advantage of graphic exhibition for hiding the virus presence in the computer. It can concern for example showing some prepared pictures that look like operating system alarm when executing the malicious code. The user is announced that a file has been corrupted, that this and that driver is missing or that she or he does not have the actual version of programs used and so on. In the meantime the dangerous program is being installed. The user thinks that some other software has initiated a defect that cannot be easily influenced and discards it.
- **Viruses with a special exhibition**
  Some malicious codes exhibit in a special way that shows evidence of their authors' sense of humor. For example, there are programs that force the system clock to go counterclockwise. Funny? Not so much when thinking of the problem to decide which data backup is the older and which is the newer.

According to the way of spread:

- **Computer viruses**
- **Trojan horses**
- **Backdoors**
- **Net worms**
  We can say that they are computer viruses that use services of any network (both local and global) for their spread. But it is not as simple as that. While a computer virus needs host applications for its spread (with the exception of so called accompanying viruses, which adopt the name of exe files, but they have the com extension and presume on the fact that this extension is preferred by operating systems), a worm is generally malicious by itself.

According to exhibition time:

- **Viruses activated immediately**
  The times when rules like "do not start your computer that particular day" were held are gone. The most contemporary malicious codes are being activated right after entering the computer. This is because contemporary antivirus methods are able to react to the virus occurrence in a few hours. Just these few hours are the only time when the code can do what it wants. After this period, the antivirus protection begins to win.
- **Viruses activated on a certain date**
  "Attention, do not start your computer tomorrow! Danger of losing all your data, a malicious virus is going to strike!" We used to meet such or similar prognoses quite regularly in the beginning of the nineties. The antivirus protection was still in swaddling clothes (if ever) and it took months to react to a virus occurrence - on the other hand it took many months before the virus could spread all over the world in the time before the presence of e-mail and the Internet. If the programmer wanted to start a real global epidemic, it was enough to set a suitable date. Not too early in order to enable the virus spread, and not too far to let the antivirus companies eradicate it.
- **Viruses activated on a certain act**
  Special kind of viruses are those that are activated on some interesting act - for example on every eighth reboot or on every pressing a certain key (or a key combination). Especially some macroviruses, which used to add their comments to the politicians' names written by the user, were extremely interesting...

According to the seriousness:

- **Nondestructive viruses**
  Most of contemporary viruses belong to this category. The main reasons are two. Firstly, classical computer viruses (using a host file for their spread) are almost moribund; present codes create their own files. Secondly, programmers do their best to hide their work, because not hiding it would mean a cleanup by the attacked user. Data destruction in the whole computer means a retreat from the seized control.
- **Destructive viruses**
  This category should be split into two subcategories: purposely destructive viruses and inadvertently destructive viruses. For purposely destructive viruses it is their job specification to destroy: they delete files, damage data etc. Viruses destructive inadvertently do harm as a side effect: due to an error in the program code or due to some other defect. But from the user's view, the result is the same in both cases: the loss of data.

According to the infected region:

- **Boot viruses**
  Boot sector viruses infect the executable code stored in certain parts of system region on the disk. It can concern floppy disk boot sectors, harddisk partition table or harddisk boot sector. Boot sector exists on every floppy disk that has been formatted using MS-DOS, no matter if this floppy disk is a system disk or data disk. Boot sector contains a short program that uses DOS for executing the system before passing control to other system programs or command compiler.
  There are very important instructions in the boot sectors that load operating system to the main memory on every startup, therefore it is enough if the virus or its activating mechanism (jump to executable code) is stored in this sector, and the virus will be loaded to main memory with every bootup.
  Mentioned viruses usually rewrite the boot sector with their own code and the original part of the boot sector save on different part of disk. The infection then spreads using floppy disk boot sectors that got in touch with the infected system and that the resident boot virus replicates into immediately.
  The DOS operating system was an optimum host for them regarding little possibilities to control it, above all due to frequent usage of the simplest commands such as read and write from/to disk, floppy disk copying, searching directories etc. The spread of boot sector viruses in 32bit systems is much more difficult than in DOS because a boot sector virus is detected right away on the system boot.
- **File viruses**
  We should subdivide file viruses according to the target of infection - they are typically executable files, because the virus's aim is to activate virus through executing host code and therefore the possibility of its spread. The most frequent file extensions are com, exe, ovl, bin,

sys, bat, obj, prg, mnu etc.
In all cases, the file viruses act in a similar way. They most often rewrite the beginning of a file where they either write the jump command referring to themselves (to the so-called virus body), or store themselves to this place. The second case may concern so-called overwriting or destructive viruses. One of their drawbacks is that they destroy or damage the host program. When you try to execute it, the virus is activated, but the program itself is not able to run. It is disadvantageous not only for users but also for the virus itself, because the user is warned about its existence. Hence the overwriting viruses are less common than the non-overwriting ones.

- **Overwriting viruses**
  It is not sometimes possible to detect, and almost never cure, some file viruses, without checking writing to disk. The viruses are very simple and direct in their actions. They overwrite the host program with their own code which devaluates it. That is why they are called overwriting viruses.
  When calling the host program the viruses need not to be installed to memory at all (although there are some cases when they do it) and they just overwrite some program on the disk by themselves. The program is chosen using some key that is specific for every virus. The program itself becomes worthless and calling it only activates the malefactor and then an error occurs.
- **Extending viruses**
  If the file virus already got into the system and has not been preventively detected, it can become parasitic. Viruses know several ways of replication and one of them is the method of adding the virus body to the end (or the beginning) of the file, whichever executable file it is (the most frequent are com or exe files). This leads to the length extension of the infected file. If it is a resident virus capable of so-called stealth techniques, this length extension is invisible to the user when the virus controls the system because all changes are hidden by the virus. Infection means overwriting first bytes of the infected file that cause immediate passing control to the virus, or in exe file, first header bytes that refer to the beginning of the program, are overwritten. "Cleverer" viruses contain self-identification mechanism to avoid multiple attacks. But there are exceptions, for example twentyfold infection by the 'Jerusalem' virus is not anything unusual. The process of the self-identification becomes a problem in case of polymorphic viruses, namely due to decrease of the detection rate, because all decoding is slow.
  These viruses are easy to remove by repairing the beginning of the program and removing the virus from its beginning or end according to factual virus body localization.
- **Companion viruses**
  Companion viruses create a new file with a different extension, which is composed of the original file and the appended virus. The name of this virus comes from the fact that the virus accompanies the infected file with a companion file. The virus can be given name for example file.com. Everytime the user executes file.exe, operating system loads file.com first and therefore infects the system. The companion virus is often generated by a "phage".
- **Phages**
  Phages modify other programs or databases in an unauthorized way. Specialists gave them their name after the real phages, which are especially destructive, because they replace the infected cell by their own genetic code.
  The computer phage really replaces the executable file with its own code instead of appending to it. It often generates an accompanying file too. Phages are extremely destructive because they annihilate every infected file.
- **Cavity viruses**
  Not always a virus has to write its body to the beginning or the end of an exe or com file. There are exceptions, fortunately not many, which inserts its body into host file cavities (usually command.com). According to our definition, they are not link viruses, because the infection does not cause file lengthening.
- **Cluster viruses**
  Cluster viruses form rather interesting group. They modify only the directory trees reference such that it refers to one copy of virus located for example at the end of disk, instead of direct writing to the data region.
- **Macroviruses**
  The most dangerous aspect of macroviruses is that they are platform independent - like Internet - unlike file or boot-sector viruses. Moreover, macroviruses do not confine to executable or object files, but they primarily take aim at data files.

According to the memory location:

- **Resident viruses**
  Resident virus, as its name prompts, is a virus that stays illegally in the memory. It usually

becomes resident in the memory at the first executing of the infected file (if it is a file virus) or at the first loading to the main memory from the infected boot sector (if it is a boot sector virus) and does harm from there. The virus stays in the memory until the system shutdown. These viruses got into trouble on the 32bit systems, where their acting and survival is dependent on their code. Generally, it can be said that the more sophisticated the virus is and the more unusual commands uses, the less is the chance to stay active and unnoticed after the 32bit system start.

- **Resident TSR viruses**
  Some file viruses can install themselves into the memory using DOS services as resident TSR and then they can secretly harm and replicate themselves. It is a sort of subgroup of the mentioned resident viruses.
  The difference between these two groups is that TSR viruses are installed "legally" and can be identified by checking interrupt vectors or searching the memory with some of standard programs. Although it is not easy to find out and localize, it is possible in principle. It is necessary to watch the changes in the interrupt vectors of resident programs installation and alert any program attempting to install itself into the memory immediately. Afterwards it is possible to enable or disable the installation in a software way and to annihilate the program by the computer reset. Watching viruses trying installing as TSR can be successful. The weak point of this method is difficult distinguishing between illegal and legal programs.
- **Nonresident viruses**
  Viruses do not need to be permanently loaded in memory for their malign activity. It is enough if they are activated together with the host program. Then they take control as first, do their activity - most often replicate, and then pass the control back to the host program. This is just the case of nonresident viruses or direct-action viruses.
  Nonresident viruses are mostly file viruses. It is quite an extensive group. These viruses are not very expanded, because they cannot, due to the absence in the memory, apply advanced techniques such as a stealth technique (see below) and therefore cannot hide. If they are not loaded in the memory, they cannot monitor and analyze functions leading to their revealing.

According to the activity:

- **Stealth and substealth**
  Invisible viruses hide their modifications of files or boot sectors. They monitor system functions used by the operating system for reading files or sectors from a memory medium, and then they simulate the results by calling these functions. It means that the program trying to read the infected file or sector reads the original, unchanged one. Antivirus program would not necessarily reveal the modification. To avoid detection, such a virus has to be loaded into the main memory during the run of antivirus software. A good antivirus program should be able to recognize any infection on the instant that the virus code is loaded into the memory.
  Invisible viruses are usually capable to mask the file size or its contents on reading. Viruses masking size belong to the group of viruses attacking files. The virus appends to the target program and replicates, by which the file size increases. But the virus masks the file size, so the user normally does not notice its activity.
  It is quite easy to reveal an invisible virus. The most of standard antivirus programs detects invisible viruses providing that the antivirus system is executed on "healthy" system (without active virus). If you do boot system from clean, safe system disk with overwrite protection before scanning, invisible viruses should be detected. As we mentioned above, invisible viruses can hide only if they are resident and active in the memory.
- **Polymorphic viruses**
  A polymorphic virus encodes its body in order to hide its signature from an antivirus program. Polymorphic or other encoded viruses spread by decoding the encoded part using a special decoding routine (it converts the encoded file into the original one). The decoding routine takes control over the computer for a while to decode the virus body. Afterwards it passes control to the extracted virus that can start its activity.
  First encoded viruses ever were not polymorphic. In other words, they used decoding routines which did not vary from infection to another one. Although the virus itself was encoded and hidden, the antivirus program still had a chance to identify and clean the virus due to the constant signature of the decoding routine.
  Recognizing a polymorphic virus is much more complicated because it generates a brand new decoding routine at every infection so its signature is changing with every virus installation. A polymorphic virus generally changes its signature using a simple machine code generator, so-called mutator (Mutation Engine). A mutator changes the signature with the help of random numbers generator and a simple mathematic algorithm. Using a mutator, every virus can be changed into a polymorphic one. A simple modification of the source code in assembler is enough to make the virus calling a mutator before copying itself.
  Even though basic scanning methods (for example code strings comparison) cannot reveal

polymorphic viruses, specially constructed lookup machines modified for encoding schemas identification are able to find them. Polymorphic viruses are not undefeatable but they have made scanning programs a hard and expensive task. The majority of antivirus programs contain searching for encoding mechanism because of protection from polymorphic viruses.

- **Retroviruses**
  Retrovirus is a computer virus that tries to evade a capture or protects itself from antivirus programs operations by attacking antivirus software. Experts sometimes call retroviruses "anti-antiviruses" (do not confuse anti-antiviruses with antivirus viruses that are called to paralyze other viruses!)
  It is not a difficult task to create a retrovirus. Of course, authors of viruses can get to any antivirus on the market. The only thing that they have to do is to study the software they want to defeat, find some weak point in it and think of how to abuse it. For example, a retrovirus finds a data file in which an antivirus program stores signatures of viruses, and deletes it. In that way it decreases the ability of the antivirus software to detect viruses. More sophisticated retroviruses can find integrity information database and delete it. The removal of the database has the same consequences for the controller as the removal of data files for the antivirus software.
  Other retroviruses detect the activation of an antivirus program and then they hide from it or stop it, eventually start a destructive routine before discovery. Some retroviruses change the computation environment so that it affects operations of the antivirus program. Others use specific weak points and loopholes of individual antivirus programs to weaken or break their activity.
- **Tunneling viruses**
  A tunneling virus searches for the original interrupt vectors in DOS and BIOS and calls them directly and thereby avoids any eventual monitoring program in system that could detect any attempts to call these interrupt vectors.
  Such tunneling methods are sometimes used by viruses enemies too - some antivirus programs use them to avoid any unknown or undetected viruses that might be active at the time of their execution.
- **Armored viruses**
  Armored viruses protect themselves with a special program code that makes tracing, reverse compiling and virus code understanding difficult for the antivirus software. Armored virus can be shielded for example by an "envelope code" that draws away watcher's attention. Another possibility is to hide with a help of a load code that simulates being at a different location.
- **Multipartite viruses**
  Multipartite viruses affect executable files, disk boot sectors and sometimes also floppy disks sectors. Their name comes from the fact that they do not restrict to any specific disk region or any specific file type, but infect computers in several ways. If you execute any application affected by the multipartite virus, the virus infects the boot sector of your machine. The virus is activated on the next system load and infects any suitable program that you execute.

According to the spread rate:

- **Fast infectors**
  By fast infectors we mean file viruses that infect not only executed files, but also opened files (when copying, moving etc.)
- **Slow infectors**
  Slow viruses are hard to reveal as they infect files that are modified or copied by operating system. In other words, "slow" virus affects only file user works with. For instance, it affects floppy disk boot sector when the boot sector is written by the FORMAT or SYS command. A slow virus can infect only a file copy, not the original.
  The fight with slow viruses is a difficult task. An integrity controller should detect a new file and alert the user to it, because there is no control sum for this file available. The integrity controller is an antivirus application that monitors contents of disk devices, size of all files and control sums. It alerts the user to any case of inconsistence. However, the user probably finds nothing suspicious in error sums, because he himself ordered the instruction to create a new file. Most often - quite logically - orders to compute a new sum for the new (infected) file.
- **Sparse infectors**
  This term is used for viruses that infect their victims only occasionally or on completing some condition of little likelihood. Thus they infect only sparsely, which gives them their name. This behavior minimizes the risk of getting caught by a user.
- **ZOO viruses**
  This term denotes viruses that do not spread in the real world at all. They exist, antivirus programs are able to detect them, but there is no chance to meet them. They were created for study purposes or the number of their errors makes them non-vital. Some of them might be

created by programmers in order not to spread, or by programmers who wanted to gain the primacy in some field (first virus for Windows 2000 and so on) at any price (malfunction). Sometimes it is contrasted with so-called In-the-wild viruses: malicious codes that can be met with some (bad) luck.

2.3 Ten commandments of an antivirus protection

1. **Use antivirus software!** It is the cornerstone of the whole information security.
2. **Be careful using e-mail!** Antivirus software is the cornerstone, one of the other recommendations is not to use an e-mail preview, because some codes are able to activate without clicking on the attachment. Just opening the message and viewing this preview makes it easier to them. User has no possibility to remove the suspicious e-mail without infecting the computer. Moreover, it is convenient not to send e-mails in HTML, because a dangerous code can be inserted in it on reply. Be careful with any e-mail attachments! It holds especially for various congratulations or funny programs.
3. **Beware of illegal programs!** Producers police the (il)legality of their software on computers and do not enable fundamental functions for the security (for example patching) to irregularly gained programs.
4. **Think over the web pages you want to visit!** Many web pages contain malicious codes that are able to install themselves on the computer and cause many problems there. Try to avoid suspicious pages where this or similar infection threats: erotics, illegally distributed games, software and music, serial numbers, cracks, warez, hackers etc.
5. **Use a personal firewall!** If you are connected to the Internet, the use of a personal firewall is necessary. It is a computer program checking all the data flowing from or into your computer and at the same time blocking unrequested or unwelcome operations (attacks from hackers or viruses etc.). Many current malicious codes spread through the Internet. These codes use security defects and software weak points for attacking poorly protected computers directly from the Internet. The problem is that antivirus programs usually cannot deal with such codes: A net worm uses a network to get into the computer but "lives" only in the computer memory. If it does not create any file on the disk, antivirus software ignores it. Even if the user removes it from the computer memory, the malicious code is settling in the computer immediately again. The whole process could last for ages getting and removing the worm. Personal firewalls can help us just in these situations.
6. **Use the electronic signing and encrypting!** Using the electronic signing contributes to an excellent prevention because it enables warning about any changes in documentation or files (and if they are infected by virus, they are of course modified). The electronic sign used in communication can help to the authentication of the message sender. The data encryption technology ensures that even if an attacker gets the data, she or he can see only a nonsensical group of characters instead of the usable information. Therefore, encrypting protects data not only against viruses that steal documents from computers, but also against other inquisitives and unauthorized people.
7. **Get the information!** Try to be "in the know" as for new computer viruses. It is good to monitor web pages of antivirus companies or "virus" paragraphs in the expert press. You will find there answers to many questions as well as advices how to solve individual situations.
8. **Patch!** Patches, applied on computer, change the source codes and configuration of the parent software in order to solve the known problems. These problems may be of various kinds - collision with another software, malfunction, an undesirable property that can be used by hackers or viruses and so on. All patches for the most frequent operating system are available at **WINDOWSUPDATE.MICROSOFT.COM** or through the Windows Update in the Start Menu.
9. **Backup your data!**
10. **When appropriate, contact experts!** The effects of most computer viruses can be removed by experts. It requires some knowledge and tools. Most of harm debited to computer viruses are caused by something different – by non-professional attempts to deal with them!

2.4 Which extensions are (un)safe

Probably each of us knows (or at least guesses) what is the use of extensions EXE, ZIP, DOC, JPG etc. There are more extensions in the computer - on the following lines you can meet at least the basic ones that are important for the computer security and antivirus protection.

Operating system DOS:

Extension	Description	Note
APP	Digital Research DR-DOS executable	DOS executables (16 bit
BIN	Device driver/binary image	DOS executables (16 bit)
BO?	Boot sector image	Compressed executable boot images
COM	Executable program file	DOS executables (16 bit)
COM	DIET, PKLITE, CRYPTCOM, ICE etc.	Compressed executable files
DEV	Device driver	DOS executables (16 bit)
DRV	Device driver	DOS executables (16 bit)
EXE	DIET, PKLITE, LZEXE, UPX etc.	Compressed executable files
EXE	Executable program	DOS executables (16 bit)
EXE	Self-extracting archives	File archives
IM?	Disk image	Archive
MB*	MBR image	System
OV?	Overlay	DOS executables (16 bit)
SYS	Device driver	DOS executables (16 bit)
TD0	Deledisk diskette images	Compressed boot images
00?	Xtree overlays	DOS executables (16 bit)

Operating system Windows:

Extension	Description	Note
ACM	Audi□ Compression Module add-on	Windows System file
CMD	Windows NT batch file	Windows 32-bit Executables
CPL	Control Panel extension	Windows 16-bit Executables
DEV	Device driver	Windows 32-bit Executables
DLL	Dynamic Link Library	Windows 16-bit Executables
DL?	Dynamic Link Library	Windows 32-bit Executables
DRV	Device driver	Windows 32-bit Executables
EXE	DIET, PKLITE, LZEXE, UPX etc.	Compressed Executable files
EXE	New Executable	Windows 16-bit Executables
EXE	Portable Executable	Windows 32-bit Executables
HLP	Help files	Windows 16-bit Executables
LNK	Shortcut file	Windows Executable
MOD	Kernel Module	Windows 16-bit Executables
MSC	Microsoft Common Console Document	
MSI	MS Windows Installer File	File archives
MSP	Windows Installer Patch	
PCI	Windows PCI Miniport system file	Windows Executables

PIF	Program Information File	Windows Executables
REG	Windows Registry files	
SCR	Screen saver	Windows 16-bit Executables
SYS	Win NT device driver	Windows 32-bit Executables
TSP	Windows Telephony Service	Windows Executables
VXD	Virtual Device Drivers	Windows 32-bit executables
VWP	Audio plug-in	Windows Executables
WIN	Window file	Windows 32-bit executables
??	MS Compress/Expand	Compressed executable files
286	Device driver for Windows 2.0 and 3.x real mode	
386	Virtual device driver	Windows 16-bit Executables
HT?	HTML Document	Possibly contains JavaScript
HTML	HTML Document	Possibly contains JavaScript

Unsorted:

Extension	Description	Note
PRC	PalmOS application	
PDB	PalmOS Database	

Applications for Windows:

Extension	Description	Note
ADP	Microsoft Access Project	
ASD	MS Word Au□o-backup file	Possibly contains macros (VBScript)
CDR	Corel Draw vector graphics	
CNV	MS Word Data conversion support file	
D?B	AutoCad	
DOC	MS Word Document	Possibly contains macros (VBScript)
DOT	MS Word Document template	Possibly contains macros (VBScript)
D□B	AutoCAD Project files	
DWG	Autocad Drawing files	Possibly contains macros (VBScript)
GMS	Corel products Global Macro Storage	
MD?	MS Access Office database files	Possibly contains macros (VBScript)
MDE	MS Access MDE Database	Possibly contains macros (VBScript)
MPD	MS Project Database file	Possibly contains macros (VBScript)
MPP	MS Project 98 Document	Possibly contains macros (VBScript)
MPT	MS Project 98 Template	Possibly contains macros (VBScript)

MSG	Outlook message files	Possibly contains macros (VBScript)
MSO	MS Office □000 files saved as HTML	Possibly contains JavaScript
OBZ	MS Binder Wizard	Possibly contains macros (VBScript)
OCX	Active-X OLE control	
OLB	OLE Object Library	
OLE	OLE Object	
OTM	MS Outlook macro (VBA) storage	Possibly contains macros (VBScript)
POT	MS PowerPoint presentation template	Possibly contains macros (VBScript)
PPS	MS PowerPoint show	Possibly contains macros (VBScript)
PP?	MS PowerPoint presentations Office	Possibly contains macros (VBScript)
PWZ	MS PowerPoint Wizard	Possibly contains macros (VBScript)
RTF	MS Rich□text format (embedded and renamed OLE2)	
SHW	Corel Presentation Show	
SMM	AMI Pro macro file	Possibly contains macros (VBScript)
TLB	OLE library file	
VS?	MS Visio documents	Possibly contains macros (VBScript)
WBK	MS Office workbook	
WIZ	Microsoft wizards	Possibly contains macros (VBScript)
WPD	Corel WordPerfect 9 with VBA	Possibly contains macros (VBScript)
WPT	WordPerfect Document Template	
WRI	MS Write	
XLB	MS Excel Worksheet	Possibly contains macros (VBScript)
XL?	MS Excel Spreadsheet	Possibly contains macros (VBScript)
XLT	MS Excel Spreadsheet Template	Possibly contains macros (VBScript)

Archives and compressed files:

Extension	Description	Note
ACE	ACE Archiver file	
AIN	AIN-compressed file	
ARC	PKARC Archiver file	
ARJ	ARJ Archiver file	Holds also for extensions .A0?, .A1? etc.
B64	Encoded base64 MIME archive	
BO?	Boot sector image	
BZ	BZIP compressed file	
BZ2	BZIP2 compressed file	
CAB	MS Cabinet file	

CAR	Crypted Archive	
COM	Self-extracting archives	
COM	DIET, PKLITE, CRYPTCOM, ICE etc.	
CPIO	Unix Archive□file	
CPT	Compressed MAC file	
EXE	DIET, PKLITE, LZEXE, UPX etc.	
GZ	GZIP compressed	
ICE	ICE compressed	
IM?	Disk image	
JAR	Java Archive	
LIM	Limit compressed	
LZH	LHA compressed	
MSI	MS Windows Installer file	
PAK	PkPak compressed	
RAR	RAR compressed	Holds also for extensions .R0?, .R1? etc.
TAR	Unix TAR compressed	
TAZ	Unix Compressed TAR file	
TD0	TeleDisk diskette images	
UU	UUEncoded Unix file	
UUE	UUEncode	
Z	Unix Compress file	
ZIP	PKZIP, WinZip	
ZOO	ZOO Compress file	
??_	MS Compress/Expand	

2.5 Antivirus protection glossary

Explanation of the basic terms you can meet in the world of malicious software:

- **Update, Upgrade** - In the terms of antivirus software it means the completion of a computer viruses database (update) or the antivirus scanner engine modernizing (upgrade).
- **Backdoor** - Applications that "open" a computer (mostly without user's knowledge) for attackers - it concerns not only data stored on it, but also a way to future attacks.
- **Boot sector** - A floppy disk boot sector or a hard disk boot sector. It consists of parts of a program code that can be modified - and some viruses abuse it for their spread (they abused it mainly in the past).
- **Worm** - It is a malicious code that uses services of any network (local or global) for its spread. A computer virus needs host applications for its spread, whereas a worm is usually malicious by itself. (An exception is so-called companion viruses, that take names after exe files, but their extension is com. They exploit the fact that this extension is preferred by operating systems.)
- **DDoS (Distributed Denial of Service)** - Advanced version of DoS in which the server is attacked from many places at the same time. This increases the chance of success.

- **Dialer** - Malicious software that hides in web pages and is able to redirect the phone connection to commercial (mostly foreign) phone lines.
- **DoS (Denial of Service)** - Type of a computer attack. Servers are overloaded by many requests (for example of displaying web pages). The server is unable to manage such amount and falls down.
- **Engine** - An antivirus program core which detects viruses.
- **False alarm** - Situation when antivirus software makes a mistake and alerts to a non-existing danger.
- **Hacker** - A person who hacks software in the world of information technology. Originally, hackers were people who changed computer programs in order to use them in a specific environment. In the course of time this term has got a different meaning and indicates all people who act illegally in the cyber world.
- **Heuristics** - It is an analysis of a program code by an antivirus program that reveals unknown malicious codes based on suspicious sequences or commands.
- **Hoax** - An e-mail message that is not based on truth. It warns against superdangerous viruses and appeals to send round.
- **I-Frame** - A security defect that allows executing an e-mail attachment without user's click.
- **In-the-wild** - Denotation of viruses and malicious software that can be met ordinary when working with a computer (i.e. that are not laboratory matter).
- **Keylogger** - A program that records pressed keys. It is usually used for stealing some information (login and password etc.).
- **Macrovirus** - A computer virus that is able to affect documents and spread through them (Word, Excel, PowerPoint...).
- **Malign Software (Malware)** - Malicious software. It is a complex denotation of any undesirable programs that are installed on the computer without user's knowledge and behave in an unwanted way.
- **On-access** - Processing (mainly scanning for viruses) in the act of doing something with file, region etc.
- **On-demand** - Processing (mainly scanning for viruses) defined group of files/programs etc. (usually whole disks or directories).
- **Patch** - A process on which computer software errors are corrected.
- **Resident antivirus program** - An antivirus program permanently running in the computer memory where checks files real-time.
- **Social engineering** - An attack method whose object is to gain data and information from the weakest security point (which is usually human). Uses mostly deceits or cheats.
- **Spyware (Spy Software)** - Software installed on a computer that monitors running tasks (all or only some of them) - entering passwords, executed programs, written e-mails etc.).
- **Stealth** - Computer virus's ability to become "invisible" for antivirus programs.
- **Trojan horse** - Any computer program that does what the user expects but besides does something that the user does not know at all and that would probably disagree with.
- **Virus** - A part of a program code that is able to replicate repeatedly using a host application. In a clear and simple language: virus is a computer program that spreads without being noticed by the person sitting at the computer.
- **ZOO viruses** - Viruses that normally cannot be met. Only test samples or technological specimens are denoted by this term.

3 Installation and uninstallation of TrustPort products

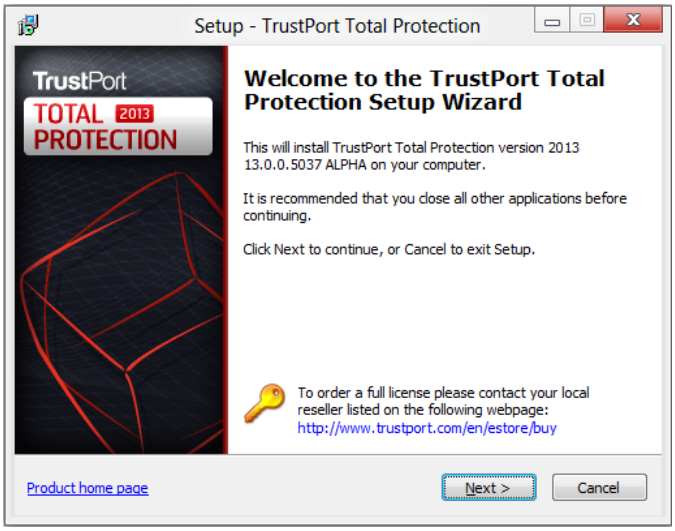
Installation of applications TrustPort Antivirus, TrustPort Internet Security and TrustPort Total Protection is set up by the starting program setup.exe (the program icon is figured below). Installation program is a transparent wizard that enables the installation even for the less experienced users.

Installation can be performed in two modes – **standard**, intended for common users, when the product is installed with recommended settings, or **advanced**, when users themselves can select further parameters of installation, such as selection of target directory, shortcut location in the Start menu, advanced settings regarding computer protection, proxy settings.

If the user has bought the licence key, he can use this key already during the installation. Just copy a license key file, named according to the type of the product (*antivirus.key*, *internetsecurity.key*, *totalprotection.key*), to the installation file setup.exe and launch the setup file.

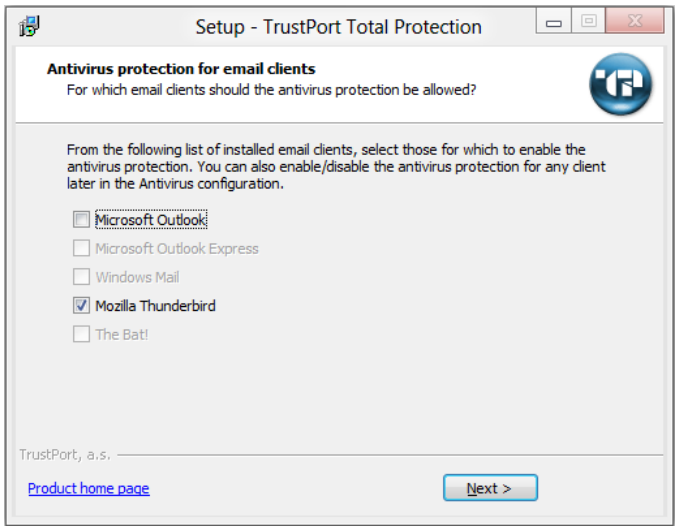
You can modify the type of installation by command line parameters:

/SILENT, /VERYSILENT	The silent installation can be done in two modes: SILENT or VERYSILENT. In case of /SILENT, neither the Setup nor the background window are displayed, but the installation process window is. If the switch /VERYSILENT is used, not even the installation process window is displayed.
/NOCANCEL	The user is not allowed to interrupt the installation process due to disabling the button 'Cancel' and ignoring the close application button. This switch can be used together with /SILENT.
/DIR="x:\directory name"	This overwrites the implicit directory name displayed on the Select Destination Path page of the Setup wizard. Full path to the directory must be entered. It is also available in both the silent installation modes.
/GROUP="group name"	Overwriting the implicit folder name displayed on the Select Start Menu Folder page of the Setup wizard.
/SN="activation code"	If a valid activation code is entered, pages regarding registration are skipped and the product is registered.
/LICKEY="path to licence key "	If a path to valid licence key is entered, including filename, pages regarding registration are skipped and product is registered.


Setup - TrustPort Total Protection
TrustPort
TOTAL 2013
PROTECTION
Welcome to the TrustPort Total Protection Setup Wizard
This will install TrustPort Total Protection version 2013 13.0.0.5037 ALPHA on your computer.
It is recommended that you close all other applications before continuing.
Click Next to continue, or Cancel to exit Setup.
To order a full license please contact your local reseller listed on the following webpage:
http://www.trustport.com/en/estore/buy
Product home page
Next >
Cancel

Integration to e-mail clients:

TrustPort Internet Security and TrustPort Total Protection integrate themselves into e-mail clients and therefore enable the scanning of incoming and outgoing e-mails for viruses and spam. Supported clients include Microsoft Outlook, Microsoft Outlook Express, Windows Mail, Mozilla Thunderbird and The Bat!. Integration to the default e-mail client is chosen automatically.


Setup - TrustPort Total Protection
Antivirus protection for email clients
For which email clients should the antivirus protection be allowed?
From the following list of installed email clients, select those for which to enable the antivirus protection. You can also enable/disable the antivirus protection for any client later in the Antivirus configuration.
Microsoft Outlook
Microsoft Outlook Express
Windows Mail
Mozilla Thunderbird
The Bat!
TrustPort, a.s.
Product home page
Next >

Integration to more e-mail clients is possible by checking the checkbox next to the name of the required client (their number is not limited). If some e-mail client is not supported by the operating system, then it is not possible to choose this client from the list and support for this client will not be installed. If some e-mail client is supported by the operating system, but isn't installed on the computer in the installation time or its current version is not supported, then it is not possible to choose this client from the list, but support for this client will be installed.

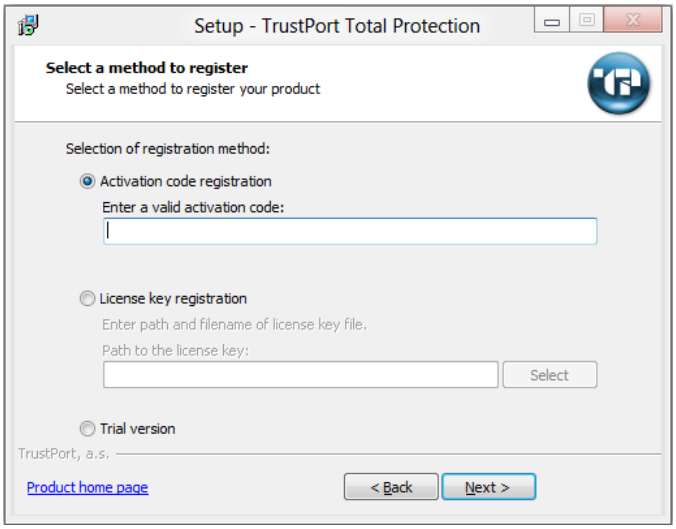
List of supported clients and their versions:

- **Outlook Express** - version 6
- **Windows Mail** - version 6
- **Thunderbird** - version 3.1.x to 15.0
- **Microsoft Outlook** - version 2000-2007, 2010 (32bit, 64bit)
- **The Bat!** – version 5.0

If the default e-mail client is later changed, and it was not selected on this page during installation, then it is possible to easily register TrustPort Antivirus to this client directly in the **user interface**. The process will be similar in case of integrating TrustPort Antivirus into additionally installed e-mail client, if it wasn't selected during installation on this page. «

Registration using activation code / licence key

Product registration can be done in the last step of the installation. The process is analogous to **registration through user interface**.


Setup - TrustPort Total Protection
Select a method to register
Select a method to register your product
Selection of registration method:
Activation code registration
Enter a valid activation code:
License key registration
Enter path and filename of license key file.
Path to the license key:
Select
Trial version
TrustPort, a.s.
Product home page
< Back
Next >

The standard **uninstallation** process can be modified by the use of switch /SILENT as well. It requires executing the file **unins000.exe**, located in the program installation directory, with the /SILENT parameter.

4 After installation - running TrustPort Antivirus

4.1 TrustPort Antivirus Quick Launch

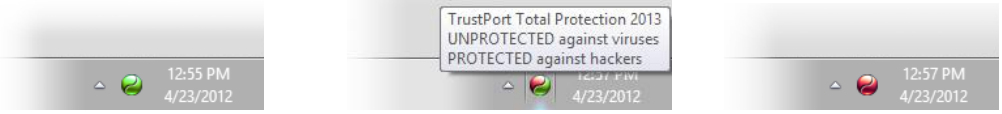
This application runs in the Windows notification area and allows monitoring of current status of virus protection and protection against hackers, and also runs the most popular features of TrustPort Antivirus. Quick launch (TrustPort Tray) is automatically started when a user logs into Windows.

Protection against viruses – Antivirus, Internet Security, Total Protection

Protection against hackers – Internet Security, Total Protection «

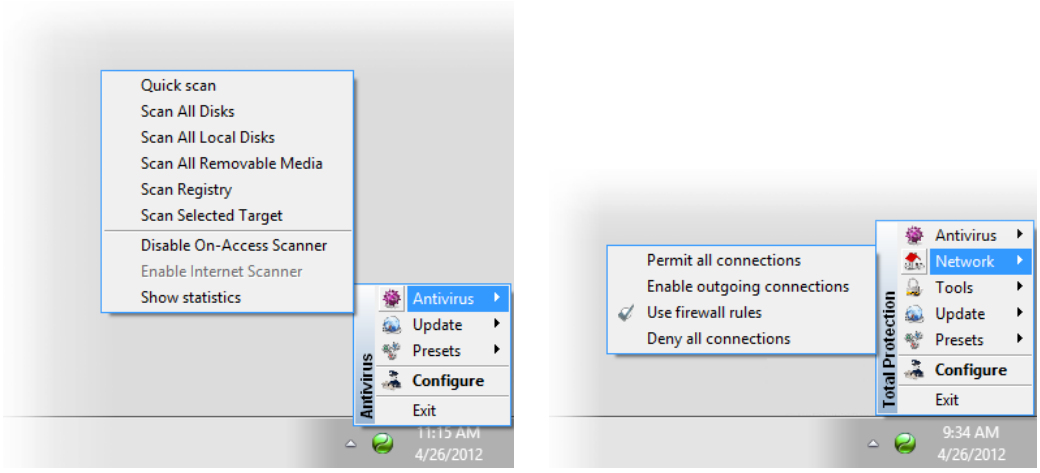
Status of On-Access and Internet Protection is immediately visible through the quick launch icon. This icon is divided into two halves. The left upper half indicates the status of Protection against viruses (status of Real Time Protection, Application Inspector and virus updates) and right lower half indicates the status of Protection against hackers (status of E-mail Protection, Parental Lock, Web Antivirus and Firewall).

If both protection against viruses and hackers are turned on, the entire icon is green (see figure on the left). If either the virus protection or protection against hackers is turned off, half of the icon will be red in this case (see figure in the middle). Protection status is also recorded in the tooltip that appears when you hover the mouse over the quick launch icon. When both protection against viruses and hackers is turned off, the whole icon turns red (see figure on the right).



Changes in protection against viruses and hackers are also shown. During enabling or disabling, a blue TP icon appears. During the update of the virus database the icon also displays the download progress.

Clicking on the quick launch icon, the following options appear (number of items depends on the installed product):



TrustPort Antivirus *TrustPort Total Protection*

Antivirus:

Enables the user to activate **on-demand scanning** in different modes. For example:

- *Scan all disks* - engages the on-demand scan of all local and mapped network drives.
- *Scan all removable media* - runs on-demand scan for all removable media connected to your computer, such as floppy disks, CDs, external drives, ZIP drives, USB tokens, etc.
- *Scan selected target* - runs on-demand scan of your chosen directory.

Also allows you to temporarily disable on-access or internet protection and also view brief statistics of scanned / infected files.

Network:

allows setting the desired degree of firewall protection, such as allowing all connections, allowing only outgoing connections or using firewall rules. «

Tools:

allows operation with encrypted disks and also activates the CAR Manager which allows you to create encrypted archives. «

Also allows you to launch Portunes, the password manager, and Skytale for encryption of messages. «

Update:

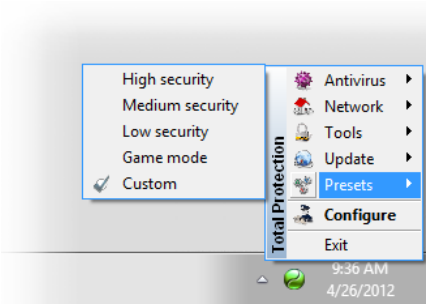
- *Update virus definitions* – is used to start an immediate **update of virus definitions**, i.e. the antivirus databases will be updated with the latest known viruses. Use this function only in exceptional cases, it is preferable to set up automatic updating of the database in the **Update** tab.
- *Update Antivirus* **–** is used to check for new versions of the TrustPort product which is currently installed.

Presets:

allows mass enabling or disabling of individual items to protect your computer by predefined profiles. Based on the selected profile, the below items are active:

	High Security	**Medium Security**	**Low Security**	**Game Mode**
Real Time Protection	Yes	Yes	Yes	Yes
Application Inspector	Yes	Yes	No	No
Internet Protection	Yes	Yes	No	No
Web Antivirus	Yes	Yes	No	No
E-mail Protection	Yes	No	No	No
Parental Lock	Yes	Yes	No	No
Firewall	Use Firewall Rules	Enable Outgoing Connections	Enable Outgoing Connections	Enable Outgoing Connections
Updates	Yes	Yes	Yes	No
Silent mode	No	No	No	Yes

If the user changes the protection settings manually in the user interface, this new status will be indicated as *Custom* status in the quick launch menu.



Configure

is used to run the **configurator**, with which you can change the behavior of the antivirus program.

Exit

ends and closes the quick launch application. If you have a program running under On-access Protection, then closing this application does not mean the antivirus program is aborted.

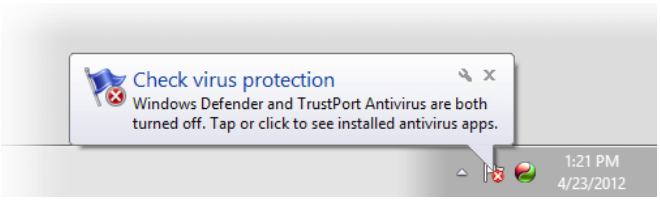
4.2 Launching the TrustPort Antivirus from the Start menu

You can get to the antivirus program through the button Start - Programs (All programs). Select the TrustPort Antivirus (Internet Security, Total Protection) item and the following menu displays:

- **TrustPort Antivirus (Internet Security, Total Protection)** can be used to launch **configurator**, which is used to change the behavior of the antivirus program.
- **TrustPort Home Page** contains link to TrustPort **website**.
- **Buy Now** contains link to website, where you can buy TrustPort products.
- **Uninstall TrustPort Antivirus (Internet Security, Total Protection)** executes uninstaller, which helps you to remove currently installed TrustPort product from your computer.
- **Register** executes registration wizard, which helps you to register TrustPort products using activation code or licence key.
- **Start TrustPort Tray** executes quick launch application in the Windows status bar. This application is automatically started after user is logged on to Windows.

4.3 Integration into the Windows Security Center

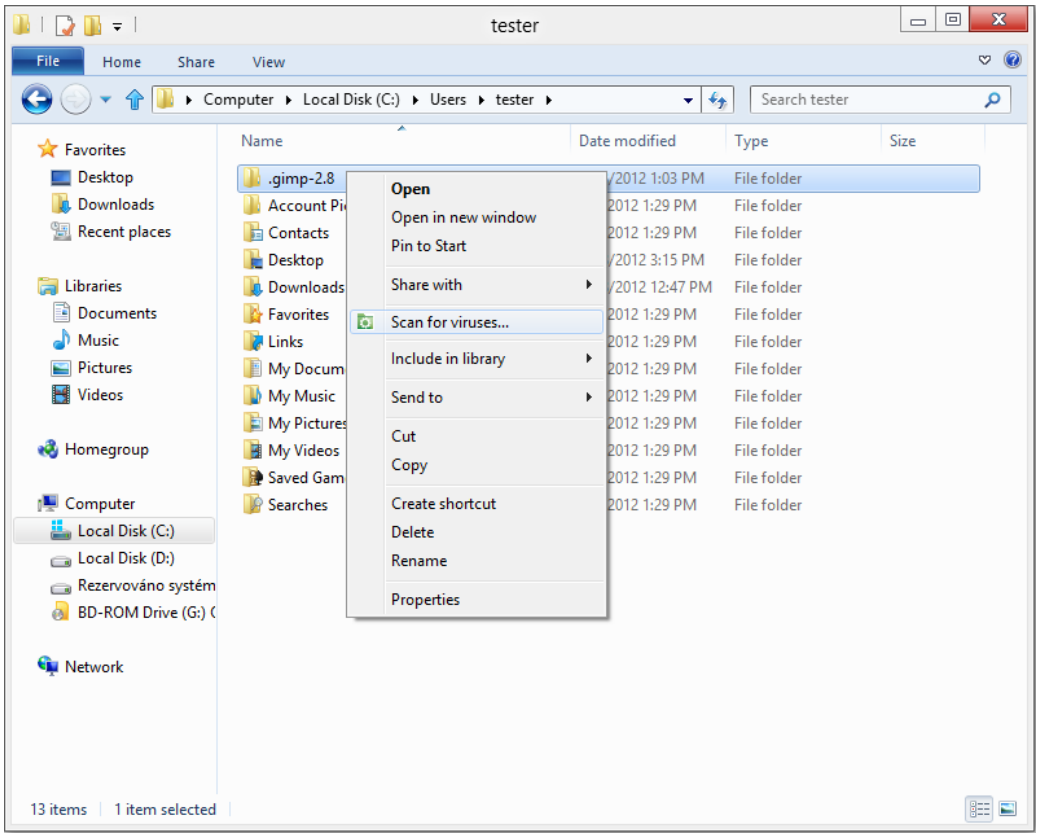
The TrustPort Antivirus is fully integrated into the Windows Security Center (available in Windows XP SP2). This feature keeps the user informed about the antiviral protection of his computer.


Check virus protection
Windows Defender and TrustPort Antivirus are both turned off. Tap or click to see installed antivirus apps.
1:21 PM
4/23/2012

The Windows Security Center informs you whether your Antivirus software is installed and whether it is working properly. If the virus definitions are not up-to-date or the On-Access scanner is disabled, the user is warned about this fact.

4.4 Antivirus in the shell context menu

The TrustPort Antivirus is associated with the shell context menu which is displayed when a user clicks the right mouse button on any file, folder or disk. In this menu you can execute the **On-Demand scanner** to scan the selected object by selecting the **Scan for viruses**... item. If this object is a folder, all its subfolders will be scanned too.



5 User Interface

An antivirus program protects your computer against attacks from viruses and other malicious codes. In the event of an infection of your computer, the program can also be used to remove the infection. In order to wholly fulfill its function, the program must be regularly updated and if necessary adjust its settings.

This controller combines all the features of the antivirus settings that somehow affect the behavior of the program. Control is available in a **simplified user interface** or in an **advanced configuration manager**.

The simplified user interface is clear and simple in design so that a common user can easily operate the program. For experienced users, advanced configuration manager is available. Features available depend on the installed product.

TrustPort Antivirus

TrustPort Total Protection

The simplified interface header contains the name of the installed product along with its version number.

At the top of the interface window, the current state of computer protection is also displayed. Text informing about the state of protection against viruses and hackers is also accompanied by an icon that changes color depending on the current state of protection. The same icon is then displayed in the **Windows notification area**.

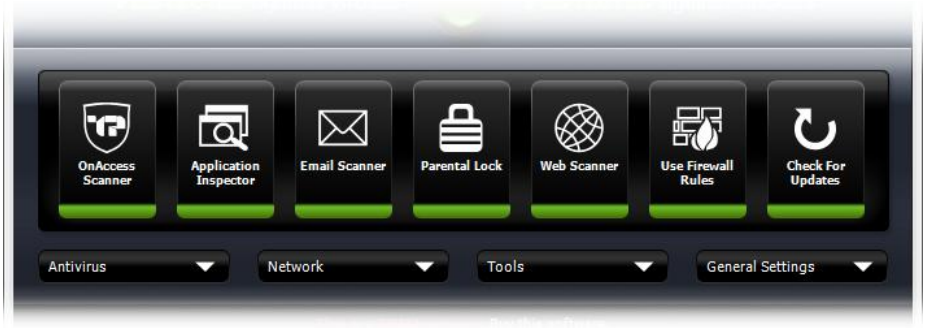
Protection against viruses – Antivirus, Internet Security, Total Protection

Protection against hackers – Internet Security, Total Protection «

The interface also contains several buttons for setting up quick protection of your computer. With one click the user can easily enable or disable on-access protection, application inspector, parental lock, run the updates, set the level of firewall protection etc. The number of buttons varies depending on which type of product is currently installed.

On-Access Scanner, Application Inspector, Check for updates – Antivirus, Internet Security, Total Protection

E-mail Scanner, Parental lock, Web Scanner, Firewall – Internet Security, Total Protection «



These buttons change the colour depending on the current protection status, from green (active) to red (disabled).

Below the buttons are drop-down menus with other antivirus options:

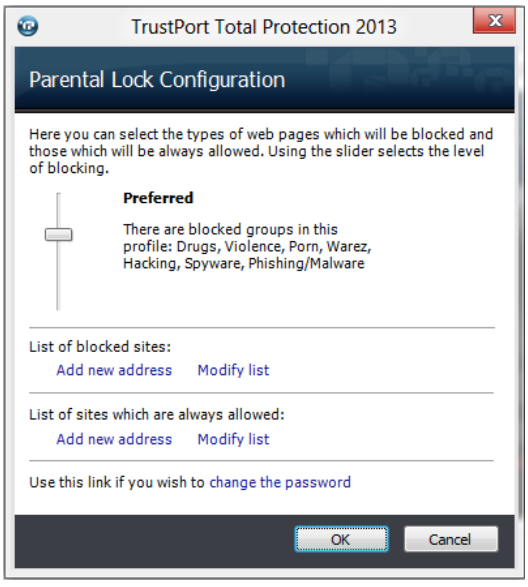
Antivirus

From the menu, Antivirus scanning can be started by selecting a specific target to be scanned for viruses. You can also view the quarantine contents, show report of the last on-demand scan, view the logs with a list of recent antivirus activities, create a USB Antivirus, plug-in for BartPE or Windows PE CD, set the behavior of on-access and on-demand protection when an infection is found, and finally set the interval of virus definition updates.

Network

Use the drop down menu to view network logs informing about recent firewall and internet protection activities and to adjust some settings for e-mail protection, parental lock and the firewall.

Parental Lock allows you to change the level of blocking for certain websites. You can select a preset profile with a selection of categories blocked, block all, allow all, or customize the categories and blocked addresses. Parental Lock setting is password protected. «


TrustPort Total Protection 2013
Parental Lock Configuration
Here you can select the types of web pages which will be blocked and those which will be always allowed. Using the slider selects the level of blocking.
Preferred
There are blocked groups in this profile: Drugs, Violence, Porn, Warez, Hacking, Spyware, Phishing/Malware
List of blocked sites:
Add new address
Modify list
List of sites which are always allowed:
Add new address
Modify list
Use this link if you wish to change the password
OK
Cancel

Tools

By clicking on Create new encrypted drive, the Disk Protection Image Creation Wizard opens. With it you can safely store files in encrypted disk images. Any created encrypted disk can then be connected or disconnected from the system using the appropriate item. Through the Wipe now item, you can safely delete temporary files, history, and files containing sensitive information. Clicking on Open CAR Manager opens a file manager that is used to create the CAR archives and other operations with these archives.

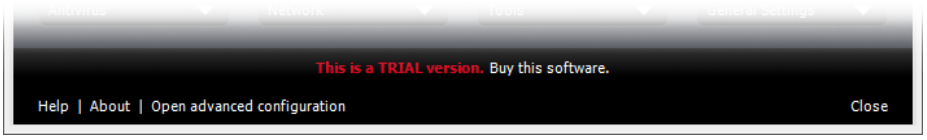
Through the Configure Drive Encryption, you can set which encrypted disks will be automatically mounted after system boot. «

In the Tools menu are two more items, they can be used to launch Portunes, the password manager, and Skytale for encryption of messages. «

General Settings

Here it is possible by using the Register License item to run the Registration Wizard which will register the product, you can also check whether program updates are available, as well as set whether to verify the availability of this update automatically in the future. There is also the possibility to change the program language.

At the bottom part of the window (if running the program in a trial version) a warning to purchase the full version is displayed and also a link to TrustPort, where the product can be purchased. This information disappears when the product is registered.



Below left you can use links to display the Help, information About the program or to open the **Advanced Configuration Manager**, where advanced users can change in detail the settings of the product. The Close button closes the window.

6 On-Access Scanner

On-Access Scanner checks computer operations all the time and protects the computer from virus attacks on-line. The On-Access Scanner is a name coming from the "DOS times" and even though it is not very suitable, it has survived in people's minds until now.

The On-Access Scanner of antivirus software is sometimes called a "resident shield". By the resident shield we mean an antivirus software function that constantly monitors all the opened files, system folders and what you actually work with, at the system task in the background. If you have an infected file in the computer and you open it, the antivirus software by means of the resident shield alerts the virus presence in a certain file. What happens with such a file depends on **the On-Access Scanner setting**.

The On-Access Scanner is often the last chance to detect a virus before executing in the main memory, which usually leads to the further spread.

6.1 Information about an infection

If the On-Access Scanner finds an infected file, an information window with the following information will be displayed:

- **Affected file** - the name of the infected file.
- **Reason** - the reason why the On-Access Scanner called the information window.
- **Name** - if the reason is a virus, its name is displayed here.
- **Action** - which action the On-Access Scanner responded.

TrustPort Total Protection 2013
TrustPort Antivirus On-Access Scanner
VIRUS ALERT !!!
An infection has been found! You can see the details about the infection and performed
Affected file: C:\Testing\eicar.com
Reason: Black listed!
Name: EICAR (Trustport)
Action: Renamed
About Manual
Close (00:13)

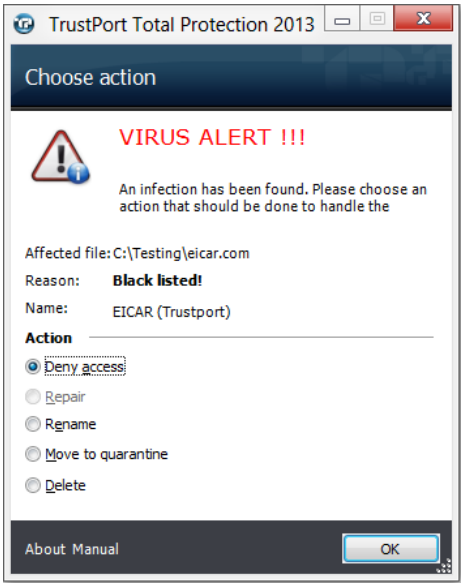
Which action the On-Access Scanner responds, depends on its **settings**. By default, the option Rename is selected.

If you select an action that cannot be performed for any reason, the On-Access Scanner performs the following one, according to these priorities: Deny access, Repair, Rename, Move to quarantine, Delete.

6.2 Choosing an action for the identified virus

If the On-Access Scanner finds a virus and the **Ask user** mode is set in the **On-Access Scanner settings,** a user can select one of the following actions: Deny access, Repair, Rename, Move to quarantine, Delete. The selected action is used to clear the virus infection.

If you select an action that cannot be performed for any reason, you are asked for selecting another action. Now you cannot select any action which has been tried on the infected file before.



If the **Ask user** mode isn't selected in the On-Access Scanner settings, the antivirus program always performs one of the following actions: Deny access, Repair, Rename, Move to quarantine, Delete.

7 User's On-Demand Scanner

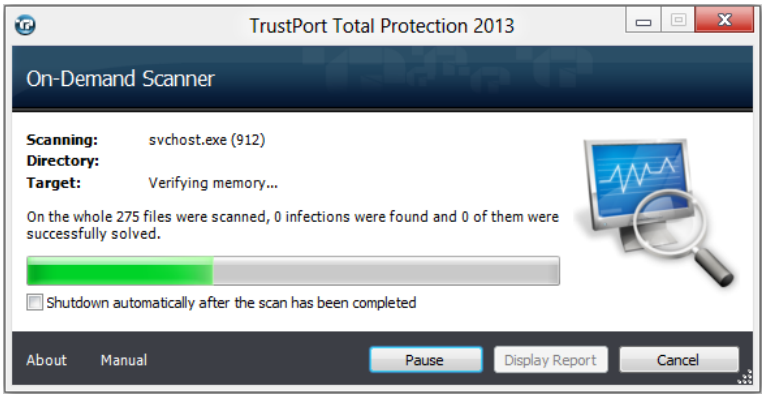
The computer is constantly protected by the On-Access Scanner, but it is convenient to use the On-Demand Scanner from time to time. It concerns scanning the whole computer or selected area (directory, file) on user's demand. It can happen that in specific cases a malicious code gets into a computer without being detected by the On-Access Scanner (it did not know it at the time of infection; a short time failure of the antivirus protection occurred and so on).

7.1 On-Demand Scanner

The On-Demand Scanner is used for scanning viruses and other malicious codes in the selected directory on the hard disks or removable media. It can be executed from **the Start menu**, **shell context menu** or through **the quick launch**.

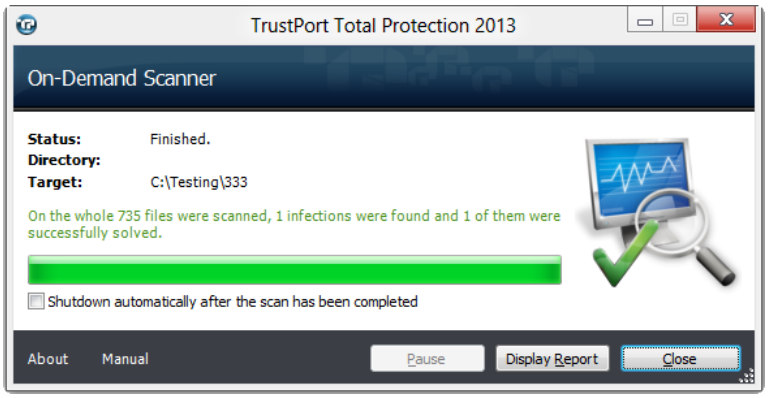
If the On-Demand Scanning is running, an information window with some details is displayed.

There are scanning statistics displayed (number of scanned, infected and solved infections).



You can whenever interrupt the Scanner by pressing the **Pause** button or terminate it by pressing the **Cancel** button. The paused scanning can be resumed by pressing **Continue** button (scanning will continue from the point where it has been paused) or finished by pressing **Cancel** button. You can also set that the computers turns off after the on-demand check is finished. It can be done through the **Shutdown automatically after the scan has been completed** checkbox.

When the scanning is finished, you can choose either **Close** or **Display Report**. Display Report leads to displaying the **scanning report** in an Internet browser with the basic information about the antivirus software and the scanning results.

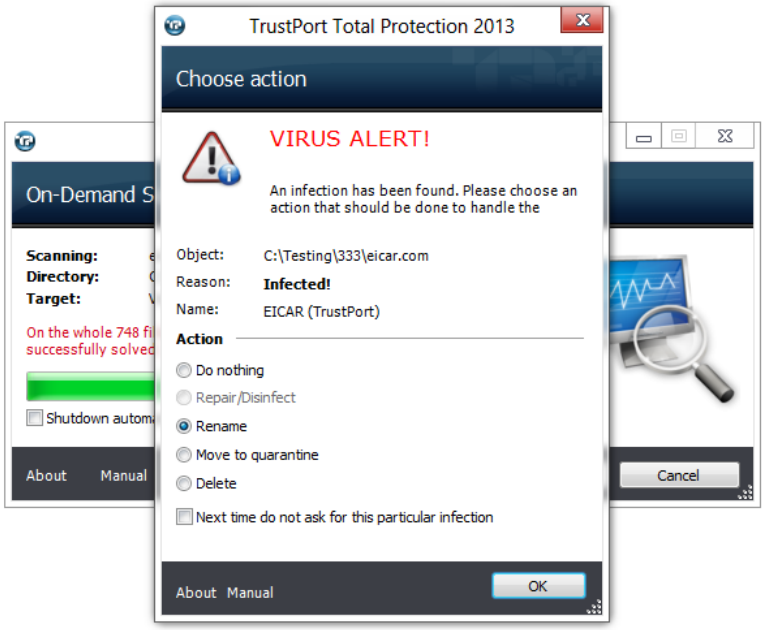


If the scanner finds a virus, the program behaves according to the **settings**.

7.2 Choosing action for an identified virus

If a virus is found by the On-Demand Scanner, the antivirus program behaves according to the **settings**. Implicitly, program tries to clean the virus.

If the **Ask user** action is set, you can select one of the following actions: Do nothing, Repair, Rename, Move to quarantine, Delete. The selected action is used for repairing the virus infection. If you select action that cannot be performed for any reason, you are asked for selecting another action. Now you cannot select any action which has been tried on the infected file before.



In case that the Ask User mode is not selected, the user is kept posted by statistics. You will get to know which files were infected and how the infection was resolved, from the results in the **report**.

7.3 Scanning report

The scanning report is an output of the On-Demand Scanner. It is saved in the XML format in the report.xml file in the **docs** directory in the installation directory. Besides this file there are files report.css, report.xsl and the img directory. If you want to save the Report for a future use, you have to copy all these files, not only the XML file.

The scanning report is created as an output of every On-Demand scanning. Since the reports would cumulate uselessly, the file report.xml is always rewritten with the last test's result and it is up to the user to save the "interesting" reports. If you want to save the output of the last test, you have to backup this file latest before finishing the following test by the Close button, otherwise the previous contents of this file will be lost.

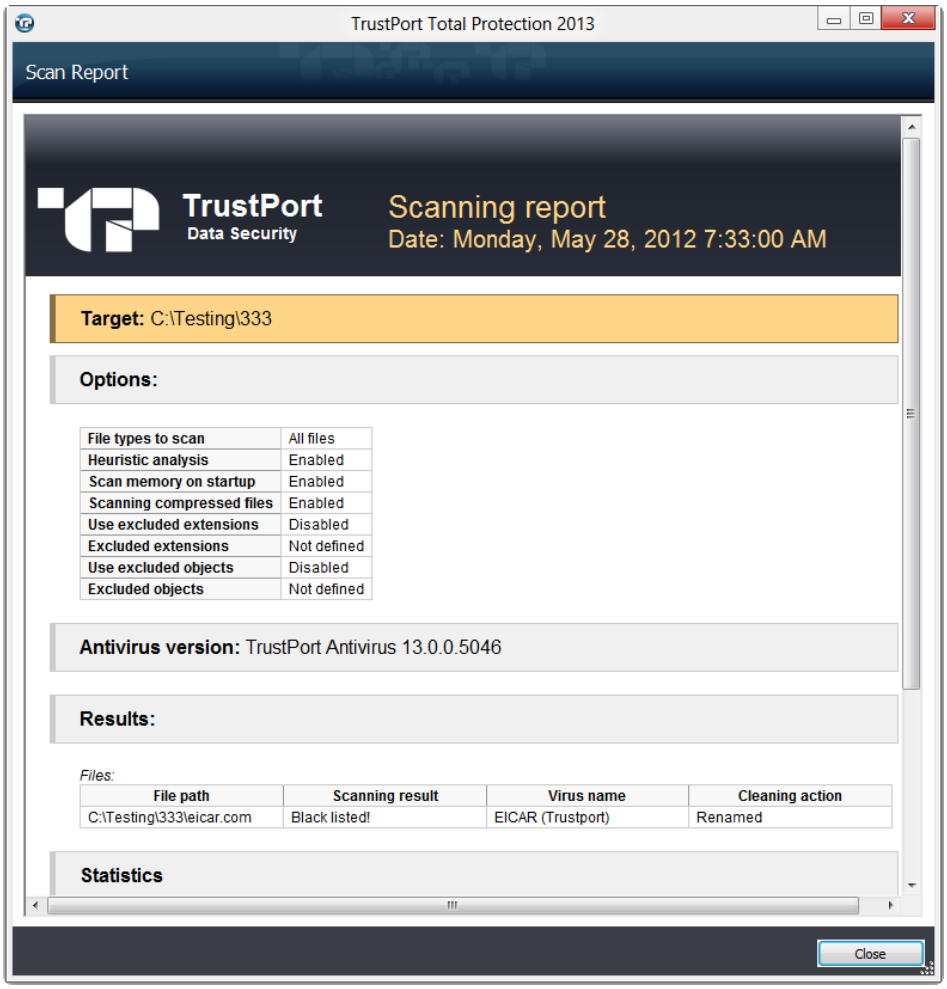
The report can be divided into some basic parts:

Header - contains the information about the time and date of scanning.

Test parameters - says what was scanned, i.e. disk(s) or file(s) separated by semicolon and the scanning parameters defined in the **options** of the On-Demand Scanner, i.e. which extensions were scanned and so on.

Results - can show the text *No infection found*, or some of the sections **Boot sectors** and **Files**. The Boot sectors section informs you about scanning the boot sectors of individual devices connected to your computer, such as disk, floppy disk or CD mechanics. This section is displayed only if you use the tests of hard disks or removable mechanics. The Files section appears only in case of finding any infection. You get to know which file was infected, which virus attacked it and how the infection was resolved.

Statistics - always contains the **Boot sectors** and **Files** sections. The Boot sectors section contains the number of scanned, infected and repaired sectors. The Files section contains the number of scanned, infected, repaired, renamed and deleted files.


TrustPort Total Protection 2013
Scan Report
TrustPort
Data Security
Scanning report
Date: Monday, May 28, 2012 7:33:00 AM
Target: C:\Testing\333
Options:
File types to scan | All files
Heuristic analysis | Enabled
Scan memory on startup | Enabled
Scanning compressed files | Enabled
Use excluded extensions | Disabled
Excluded extensions | Not defined
Use excluded objects | Disabled
Excluded objects | Not defined
Antivirus version: TrustPort Antivirus 13.0.0.5046
Results:
Files:
File path | Scanning result | Virus name | Cleaning action
C:\Testing\333\eicar.com | Black listed! | EICAR (Trustport) | Renamed
Statistics
Close

7.4 Console application

Sometimes it is necessary to be able to execute scanning in the console mode, which enables easier cooperation with other applications, allows you to execute the service using batch files, scheduled application executing and so on. For these reasons, application **AVCC.EXE** executable in console mode was created besides the On-Demand Scanner **AVC.EXE** running in graphic mode. Both applications can be configured with the same **parameters.**

Error levels, which can be returned from on-demand scanners:

List of error levels:

0	No infection, everything OK
1600	Infected/suspected object has been repaired/disinfected
1601	Infected/suspected object has been renamed
1602	Infected/suspected object has been moved to the quarantine
1603	Infected/suspected object has been deleted
1606	Computer requires a reboot to clean the infection
1610	Archive is password protected, so it couldn't be scanned
1611	Unsupported compression format
1612	Illegal structures in the scanned file
1613	Error parsing compressed file

1614 CRC checks do not match

Viruses:

-1602 AV engine has found a virus (some object is infected)

-1603 AV engine reports that the scanned object is suspected

Other errors:

-1610 No AV engine found => av cannot work

-1611 AV engine initialization has failed

-1612 AV engine integrity error

-1613 AV configuration error

-1614 AVMGMA communication error OR service is stopped

-1615 Antivirus Self-check failed

Cleaning errors:

-1620 Infected/suspected object couldn't be deleted

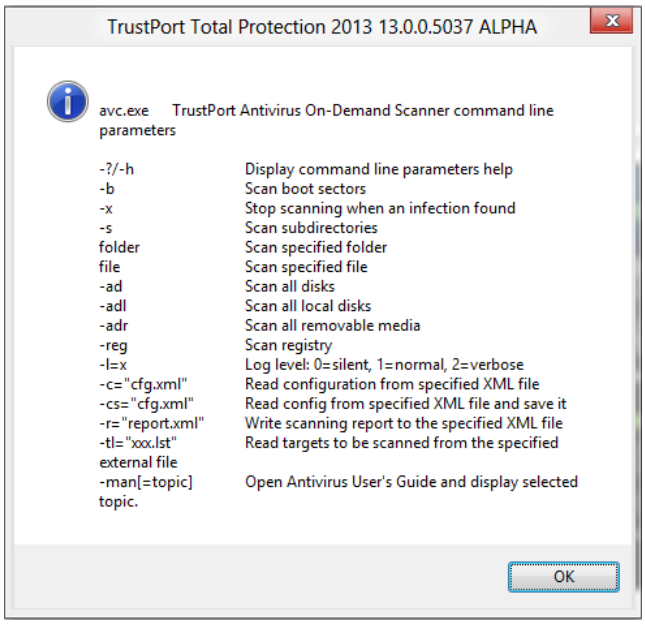
-1621 Infected/suspected object couldn't be renamed

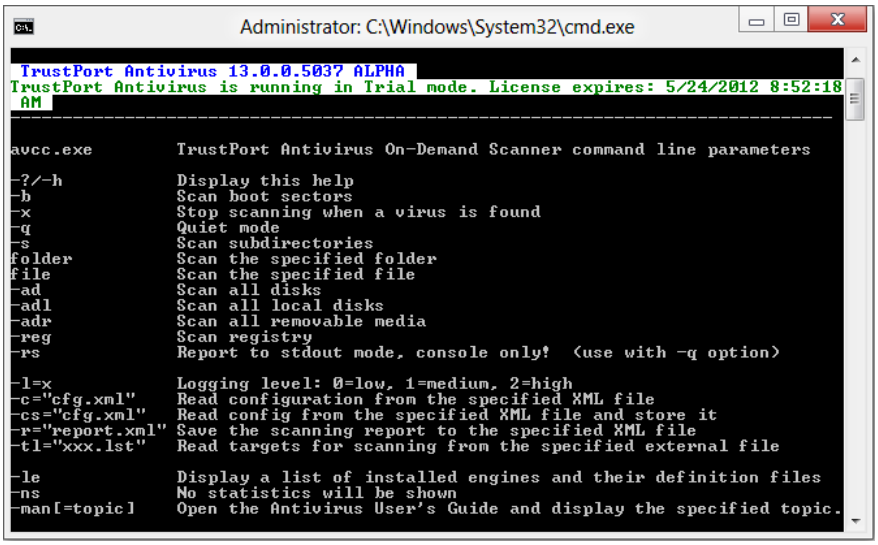
-1622 Infected/suspected object couldn't be moved to the quarantine

-1623 Infected/suspected object couldn't be repaired/disinfected

7.5 Executing from the command line

The antivirus software can be configured with parameters. You can execute the **AVC.EXE** or **AVCC.EXE** file from the command line with parameters. If you execute the **AVCC.EXE** without any parameter, available parameters will be displayed.


TrustPort Total Protection 2013 13.0.0.5037 ALPHA
avc.exe TrustPort Antivirus On-Demand Scanner command line parameters
-?/-h Display command line parameters help
-b Scan boot sectors
-x Stop scanning when an infection found
-s Scan subdirectories
folder Scan specified folder
file Scan specified file
-ad Scan all disks
-adl Scan all local disks
-adr Scan all removable media
-reg Scan registry
-l=x Log level: 0=silent, 1=normal, 2=verbose
-c="cfg.xml" Read configuration from specified XML file
-cs="cfg.xml" Read config from specified XML file and save it
-r="report.xml" Write scanning report to the specified XML file
-tl="xxx.lst" Read targets to be scanned from the specified external file
-man[=topic] Open Antivirus User's Guide and display selected topic.
OK


Administrator: C:\Windows\System32\cmd.exe
TrustPort Antivirus 13.0.0.5037 ALPHA
TrustPort Antivirus is running in Trial mode. License expires: 5/24/2012 8:52:18 AM
avcc.exe TrustPort Antivirus On-Demand Scanner command line parameters
-?/-h Display this help
-b Scan boot sectors
-x Stop scanning when a virus is found
-q Quiet mode
-s Scan subdirectories
folder Scan the specified folder
file Scan the specified file
-ad Scan all disks
-adl Scan all local disks
-adr Scan all removable media
-reg Scan registry
-rs Report to stdout mode, console only! (use with -q option)
-l=x Logging level: 0=low, 1=medium, 2=high
-c="cfg.xml" Read configuration from the specified XML file
-cs="cfg.xml" Read config from the specified XML file and store it
-r="report.xml" Save the scanning report to the specified XML file
-tl="xxx.lst" Read targets for scanning from the specified external file
-le Display a list of installed engines and their definition files
-ns No statistics will be shown
-man[=topic] Open the Antivirus User's Guide and display the specified topic.

Detailed parameters description:

Each command and switch must be preceded by the switch symbol, which is dash '-' or slash '/'. In the following list there are all command line parameters supported by the **AVC.EXE** and **AVCC.EXE** applications:

-? or **-h** — **Display command line parameters help** - displays all available command line functions.

-b — **Scan boot sectors** - scans all the hardware with boot sectors.

-x — **Stop scanning when infection is found** - activity of antivirus scanning will be terminated at the moment of detecting infection.

-q — **Quiet mode** - the antivirus program will run in so-called silent mode, i.e. without any output information.

-s — **Scan subdirectories** - the selected directory will be scanned together with its subdirectories.

[folder] — **Scan specified folder** - the selected directory will be scanned without subdirectories. Attention, if there are blank spaces in the path, it is necessary to insert the path into quotes.

- *AVC.exe "C:\Program Files\"*
- *AVCC.exe "C:\Program Files\"*

[file] — **Scan specified file** - Attention, if there are blank spaces in the path, it is necessary to insert the path into quotes.

- *AVC.exe "C:\Documents and Settings\Jirka\My Documents\smlouva.doc"*
- *AVCC.exe "C:\Documents and Settings\Jirka\My Documents\smlouva.doc"*

-ad — **Scan all disks** - all disks including network disks will be scanned.

-adl — **Scan all local disks** - all local disks will be scanned.

-adr — **Scan all removable media** - all removable media will be scanned.

-rs — This option is enabled only in console mode together with option **-q**, when the output information is reduced only to the name of the found infection.

- *AVCC.exe -rs -q file.exe*

-l=x — **Log level** - sets the log verbosity level by number **x** from 0 to 2 with the following meaning:

- **0** ... silent mode
- **1** ... normal mode

- **2** ... verbose mode

  - *AVC.exe -l=2 -ad*
  - *AVCC.exe -l=2 -ad*

-c="file" **Read configuration from specified XML file** - loads the configuration from an XML file.

-cs="file" **Read config from specified XML file and save it** - loads and saves the configuration from/to an XML file.

-r="file" **Write the scanning report to the specified XML file** - writes the scanning report to an XML file.

-tl="file" **Read targets to be scanned from the specified file** - loads scanning targets from an external text file. This file must include a list of targets (i.e. paths to objects on the local drive or on LAN you want to scan). Each target must be on a new line. Usable for example in need of scanning more objects than is limit of command line.

- *AVC.exe -tl="setting.lst"*
- *AVCC.exe -tl="setting.lst"*

-le **Display list of installed engines and their definition files** - displays the list of installed antivirus engines and antiviral signatures files.

-ns **No statistics will be shown** - using this switch will cause that no statistics will be displayed after the scanning has finished.

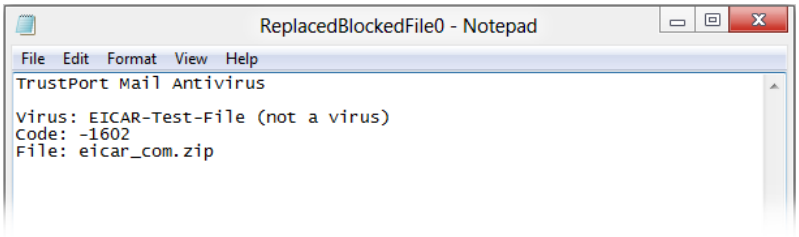
-man Open the Antivirus User's Guide.

8 Internet Scanner

For a complete protection of your computer against malicious codes, it is also necessary to scan your Internet communication. In case of your computer being connected to the Internet, this feature can detect and remove incoming malicious codes before they are written to your disk so they cannot do any harm. This protection consists of four parts: **Mail Antivirus**, **Mail Antispam**, **Web Scanner** and **Parental Lock**. These parts are described in appropriate chapters. «

8.1 Mail Antivirus

This feature serves for scanning your email communication. The scanner checks emails' body and attachments. In case of detecting a virus, the email or its attachment is immediately moved to quarantine or deleted in dependency on your **settings**. Instead of the infected file, a text file with basic information about the infection is attached to the email. You can see an example of such a text file on the picture below.



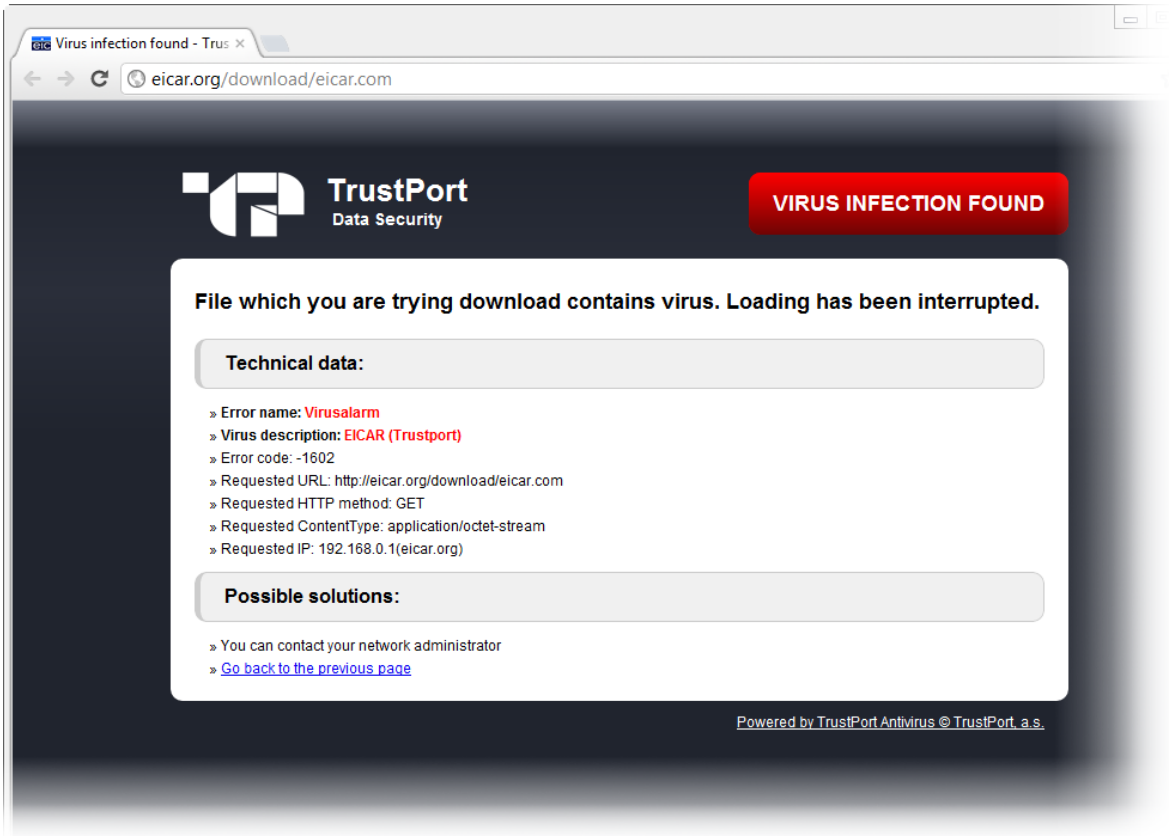
In case of using an encrypted connection (POP3 over SSL - POP3S), scanning for malicious codes is not technically possible. «

8.2 Mail Antispam

Mail antispam helps you to handle unsolicited emails in a desired way. If this feature is enabled, every incoming email is evaluated by predefined antispam rules. If an email is classified as a spam, an informational header is added to the email and the email subject is modified so you can create a rule in your email client and put such marked emails into a separate folder, delete them etc. «

8.3 Web Scanner

Web Scanner checks and evaluates your HTTP communication. In case of trying to view or download an infected file, it will display an error screen with basic information about the infected file in your Internet browser as shown on the image below.

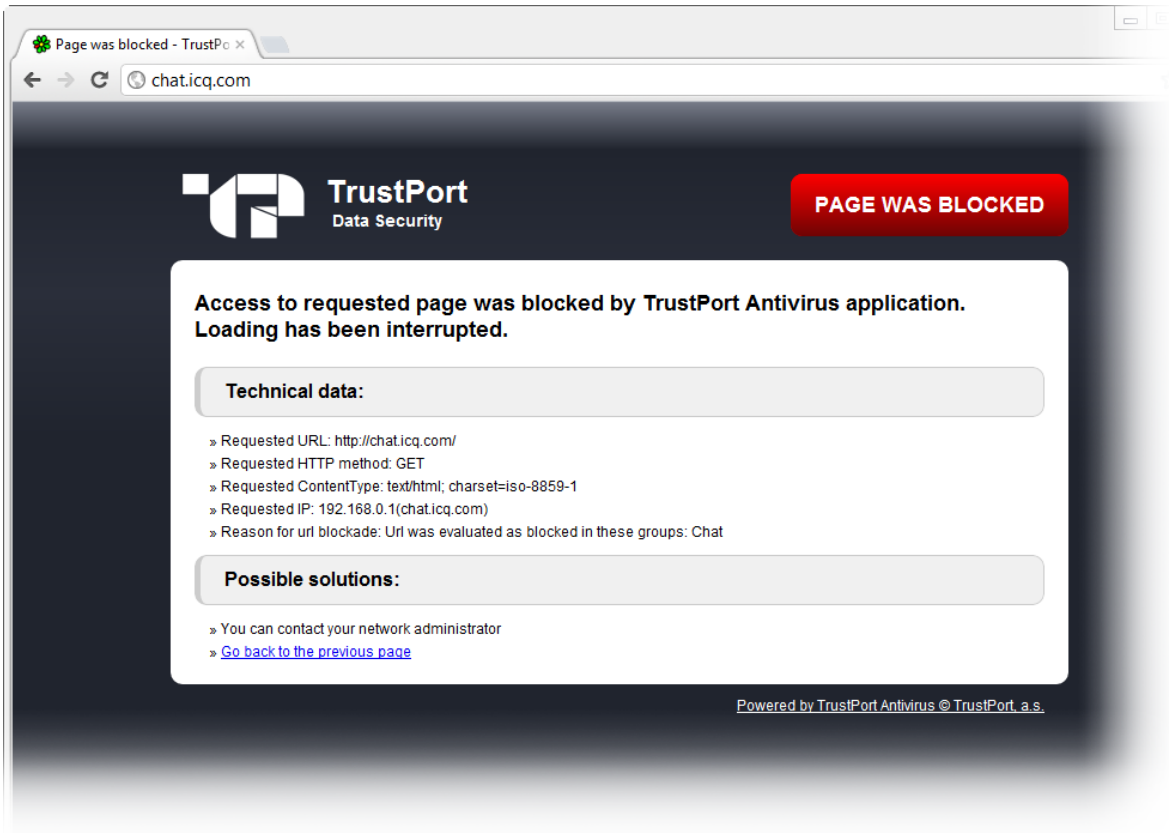

Virus infection found - Trus
eicar.org/download/eicar.com
TrustPort
Data Security
VIRUS INFECTION FOUND
File which you are trying download contains virus. Loading has been interrupted.
Technical data:
» Error name: Virusalarm
» Virus description: EICAR (Trustport)
» Error code: -1602
» Requested URL: http://eicar.org/download/eicar.com
» Requested HTTP method: GET
» Requested ContentType: application/octet-stream
» Requested IP: 192.168.0.1(eicar.org)
Possible solutions:
» You can contact your network administrator
» Go back to the previous page
Powered by TrustPort Antivirus © TrustPort, a.s.

When downloading files, Web Scanner downloads the file and scans it for viruses before passing it to the target application (most likely your browser). This might take a long time in case of using slow connection or downloading a large file. Thus if you want to get information about download progress you can click the Internet Scanner tray icon which appears if downloading lasts longer than a specified interval.

In case of using an encrypted connection (HTTPS), scanning for malicious codes is not technically possible. «

8.4 Parental Lock

This feature blocks the browsing of inappropriate Web content. These sites can either be defined by a self created list of unauthorized sites, or you can simultaneously monitor the pages by the content, or category (such as drugs, violence, spyware, pornography etc.). If the lock evaluates the site as inappropriate, the web browser will show an error page with basic information about the URL and the reason for blocking. «


Page was blocked - TrustPo
chat.icq.com
TrustPort
Data Security
PAGE WAS BLOCKED
Access to requested page was blocked by TrustPort Antivirus application.
Loading has been interrupted.
Technical data:
» Requested URL: http://chat.icq.com/
» Requested HTTP method: GET
» Requested ContentType: text/html; charset=iso-8859-1
» Requested IP: 192.168.0.1(chat.icq.com)
» Reason for url blockade: Url was evaluated as blocked in these groups: Chat
Possible solutions:
» You can contact your network administrator
» Go back to the previous page
Powered by TrustPort Antivirus © TrustPort, a.s.

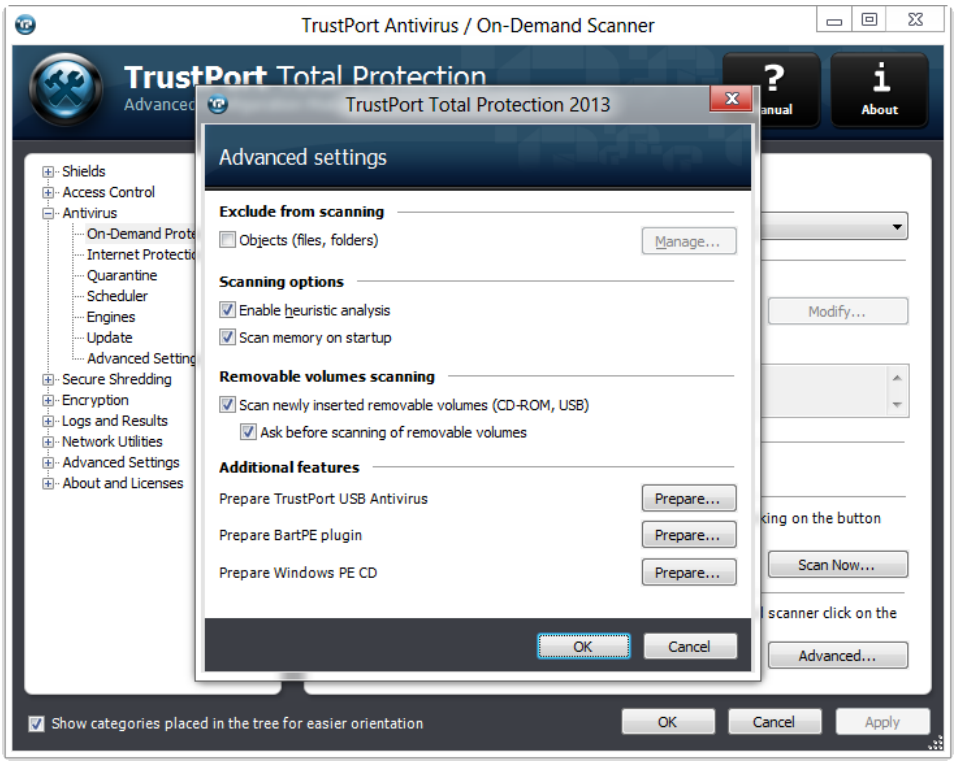
9 USB Antivirus

In cases where for example we use portable applications on USB keys, we do not have data protected throughout the entire use, as is the case with the use of resident scanner. The solution in such situations is offered by the USB Antivirus that automatically monitors any data written to the protected USB drive.

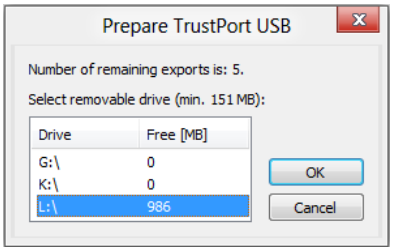
Conduct of the USB Antivirus is very similar to that of the residential scanner. All written data is continuously monitored and if a virus is found, an action determined by you is carried out. Unlike the resident scanner that is integrated into the system, the launch of the infected file cannot be prevented.

9.1 USB Antivirus creation

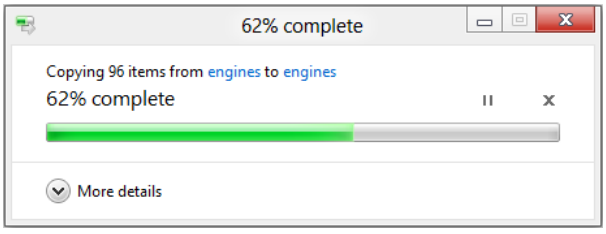
Creating USB Antivirus can be achieved from the advanced settings dialogue of the on-demand scanner through the Prepare TrustPort USB Antivirus button. This button is accessible only in a licensed installation on a desktop computer. It is not possible to create an additional USB Antivirus, for example from a previously created one.



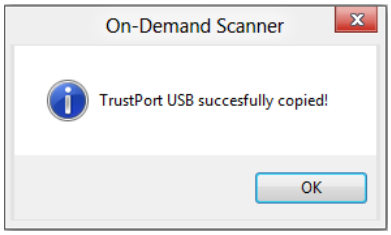
By pressing the button the dialogue with the selection of interchangeable disks will be displayed, where installation of the USB Antivirus can be achieved.



All removable disks detected in the system are shown, and only the one which satisfies the minimum disk space can be chosen. Clicking OK starts the installation process of the USB Antivirus on the exchangeable disc,



which is completed with information about its successful implementation.

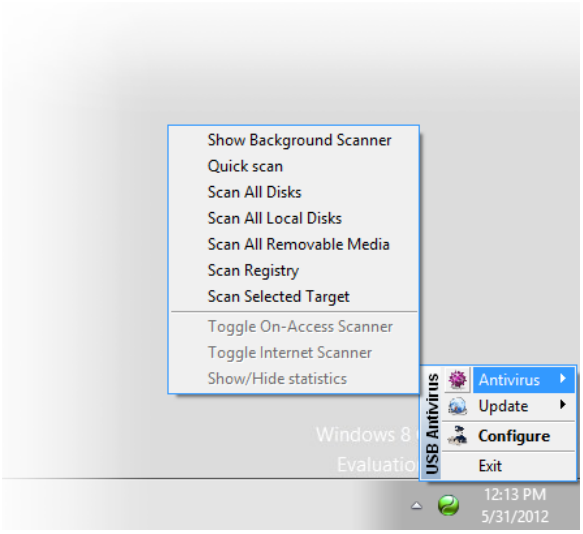


All the required files for the correct functioning of the USB Antivirus are copied. The current configuration of the antivirus is transferred.

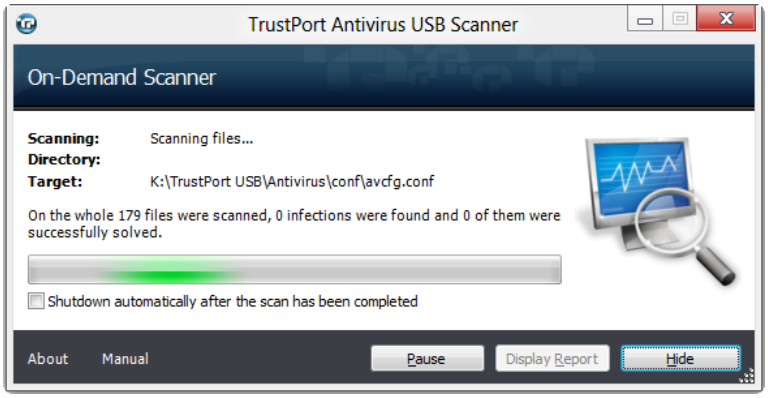
9.2 Using USB Antivirus

USB Antivirus is used to monitor the data that are transmitted to the USB drives. After inserting the USB drive into the computer, the autorun antivirus is automatically triggered. A standard TrustPort antivirus tray icon is an indication that the program is running, and is only suspended if TrustPort Antivirus is already installed.

The tray menu of the USB Antivirus contains all the options available with a standard installation, in addition an option to run the USB scanner in the background.



The background scanner window is very similar to the standard on demand window scanner. It shows the ongoing status and statistics of the USB scanner throughout the use of the inserted USB drive.



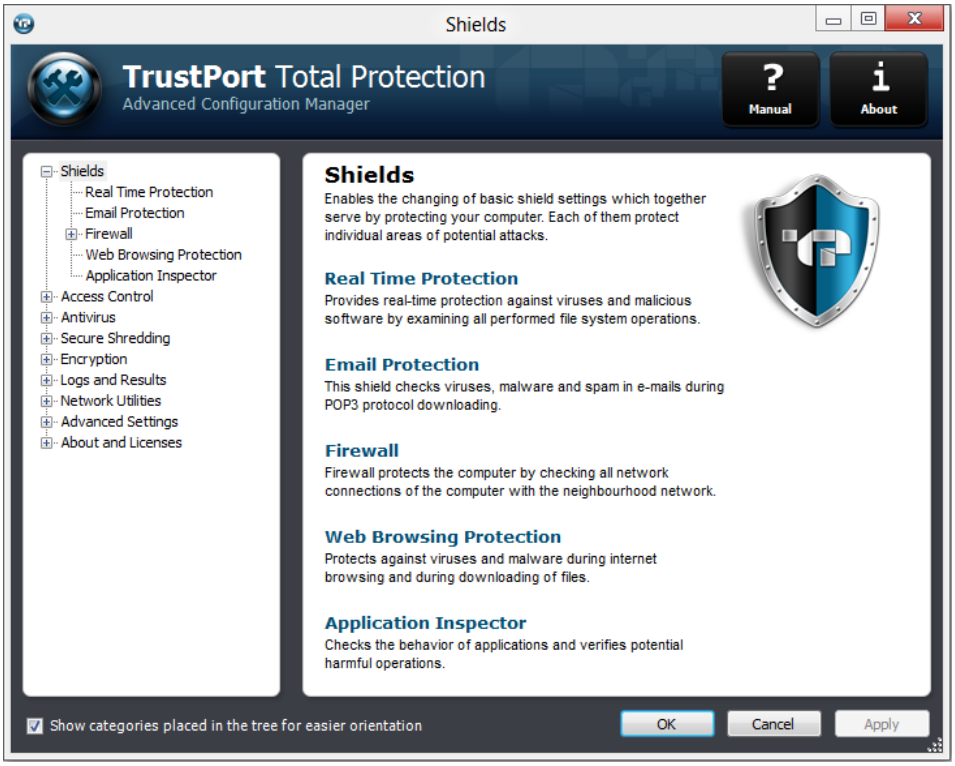
The files are monitored by the USB scanner as opposed to residential protection only in the case of their registration on to the disk. This means that an infected file can be run from the USB drive. It is therefore appropriate during the copy of data on a drive without the USB Antivirus to firstly request on demand scanning.

Scanner configuration, updates, and the use of engines does not vary from the current installation of TrustPort Antivirus. Some settings are not accessible, such as resident protection, application inspector, scheduler etc.

10 Advanced Configuration Manager

Serves for control of program settings for users with advanced knowledge. In this interface, it is possible to configure all configuration items. Configuration is divided into the following sections:

- **Shields** – setting of shields, which serve as a protection of computer against viruses, malware and spam.
- **Access Control** – setting of user access to some removable devices, files and folders, blocking of inappropriate websites.
- **Antivirus** – setting of on-demand scanner, scheduling of files and folders scanning, quarantine settings, scanning engines and updates.
- **Secure Shredding** – shredding of temporary system files, sensitive data, cookies, panic shredding option.
- **Encryption** – creating and managing of encrypted drives and archives.
- **Logs and results** – logs informing about all activities performed by Antivirus or Firewall.
- **Network Utilities** – network statistics, network activities, checking availability of some IP address, getting information about Internet domains.
- **Advanced Settings** – setting the language, import or export configuration, proxy settings, restoring default settings.
- **About and Licenses** – information about the product, including its version, information about the current license.


Shields
TrustPort Total Protection
Advanced Configuration Manager
Manual
About
Shields
Real Time Protection
Email Protection
Firewall
Web Browsing Protection
Application Inspector
Access Control
Antivirus
Secure Shredding
Encryption
Logs and Results
Network Utilities
Advanced Settings
About and Licenses
Shields
Enables the changing of basic shield settings which together serve by protecting your computer. Each of them protect individual areas of potential attacks.
Real Time Protection
Provides real-time protection against viruses and malicious software by examining all performed file system operations.
Email Protection
This shield checks viruses, malware and spam in e-mails during POP3 protocol downloading.
Firewall
Firewall protects the computer by checking all network connections of the computer with the neighbourhood network.
Web Browsing Protection
Protects against viruses and malware during internet browsing and during downloading of files.
Application Inspector
Checks the behavior of applications and verifies potential harmful operations.
Show categories placed in the tree for easier orientation
OK
Cancel
Apply

You can reach individual settings pages from the tree-like list on the left side of the window. After clicking on one of the configuration sections, the corresponding page is displayed in the right part of the window. Another way to navigate to the configuration section is to click on the respective link on the start page.

Every configuration change must be confirmed by pressing **Apply** in order to take effect!

In the upper part of the window, there is the **Manual** button, and after clicking on it, it opens page with the possibility to download PDF manual to the installed TrustPort product.

10.1 Shields

Shields category enables to modify settings of shields, which serve as protection against viruses, malware, spam through the real time protection, monitoring network connections and checking behavior of untrusted applications.

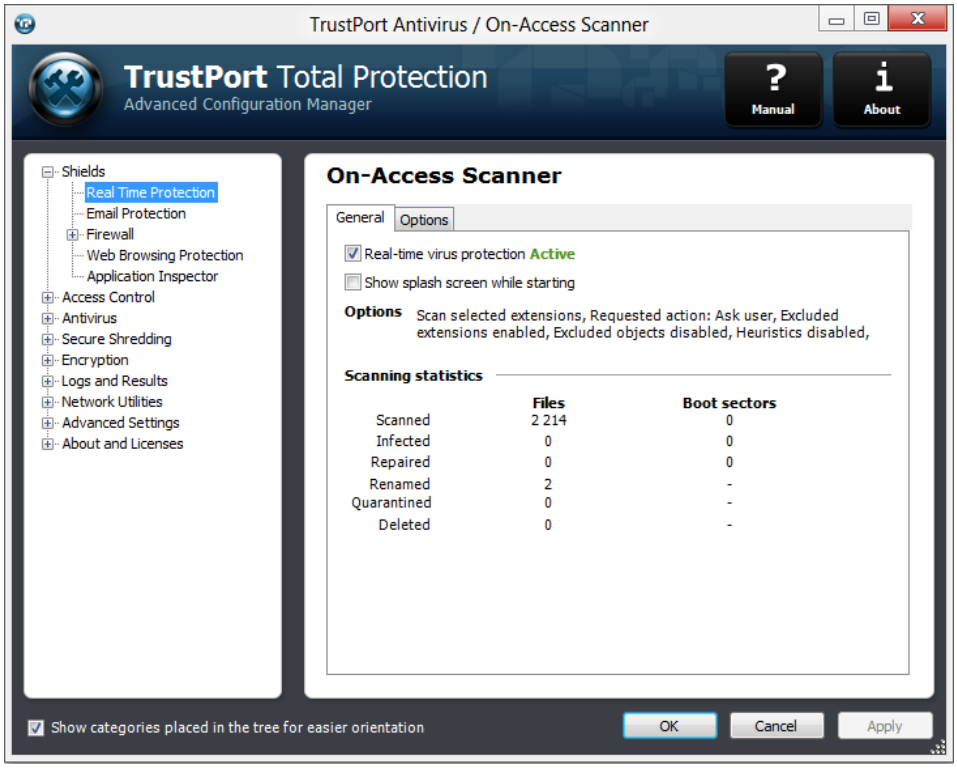
10.1.1 On-Access Scanner

On the On-Access Scanner tab, you can modify settings for the scanner that is running in the background and protects your computer against virus infections. This scanner is the cornerstone of the protection of your computer and therefore it is necessary to have it activated all the time.

10.1.1.1 General settings

The On-Access scanner can be enabled or disabled here and its basic parameters are shown. You can also find here the basic statistic information about the On-Access scanner. Only a user with administrator rights is allowed to make any changes here!

Checking the **Real-time virus protection** indicates that on-line computer protection is on. Because of being a very important part of the computer protection, the actual status is also indicated by text **Active** or **Stopped**. We strongly recommend having the On-Access scanner activated!



Any change of the On-Access Scanner status is indicated by the **icon change** on the Windows status bar. You can enable/disable displaying of the splash screen (see below) during starting of On-Access Scanner by the **Show splash screen while starting** option.

When the On-Access scanner is enabled then every file is scanned at the time when it is being read from the hard disk and when it is being written to the hard disk. In other words: in the first case every file is scanned before processing and before it can cause any problems, if infected. In the second case every file is scanned every time it is being modified, changed or created, i.e. after it could be infected (because the virus attack is also a modification of current file or producing a new one).

The **Scanning statistics** window is displayed just to inform the user. It displays statistics related to the On-Access scanner from the moment of its execution. The numbers of scanned, infected, repaired, renamed, quarantined and deleted files (and boot sectors for the first three groups) are shown.

10.1.1.2 Options

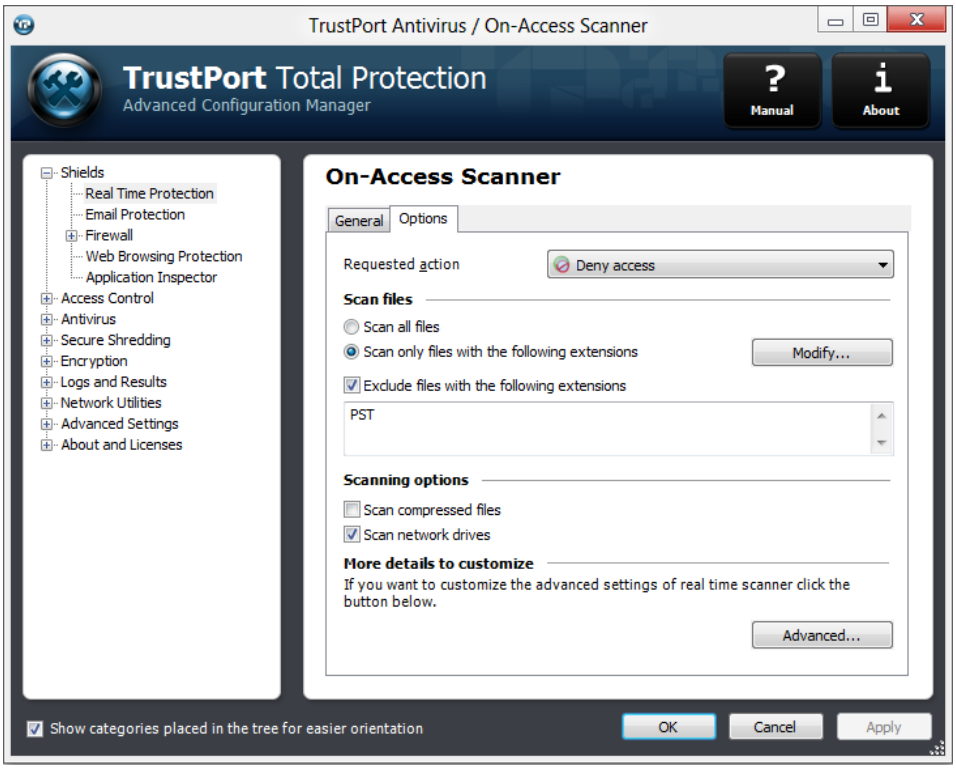
The most important feature is the **Requested action** by which you can set an immediate action performed by the scanner. The program's behavior after finding a malicious code can be one of the following:

- **Ask user** - this mode causes that the On-Access Scanner asks a user about a possible action if a virus infection is found.
- **Deny access** - the file will physically remain on its position, but the antivirus software blocks any access to it. It is unable to execute the file or to do any harm through it.

- **Repair** - the antivirus software will try to restore the infected file (if it is possible or efficient - some files are malicious software themselves, so there is no sense in repairing it).
- **Rename** - the infected file is left on its place, but its extension is changed to some other which is not associated with any activity in the system.
- **Move to quarantine** - the infected file is moved into a safe directory controlled by the antivirus software where it cannot do any harm. It is possible to treat the infected file safely in the quarantine: restore, delete etc.
- **Delete** - the file containing a malicious code (or a file being a malicious code itself) will be deleted.

If you select an action that cannot be performed for any reason, the On-Access Scanner takes the following one, according to these priorities: Deny access, Repair, Rename, Move to quarantine, Delete. The default option is Rename.

Warning:
The user action setting is not relevant to scanning mailboxes. The **Repair** action is always performed as the first one. If repairing cannot be performed then the **Deny access** action is chosen.



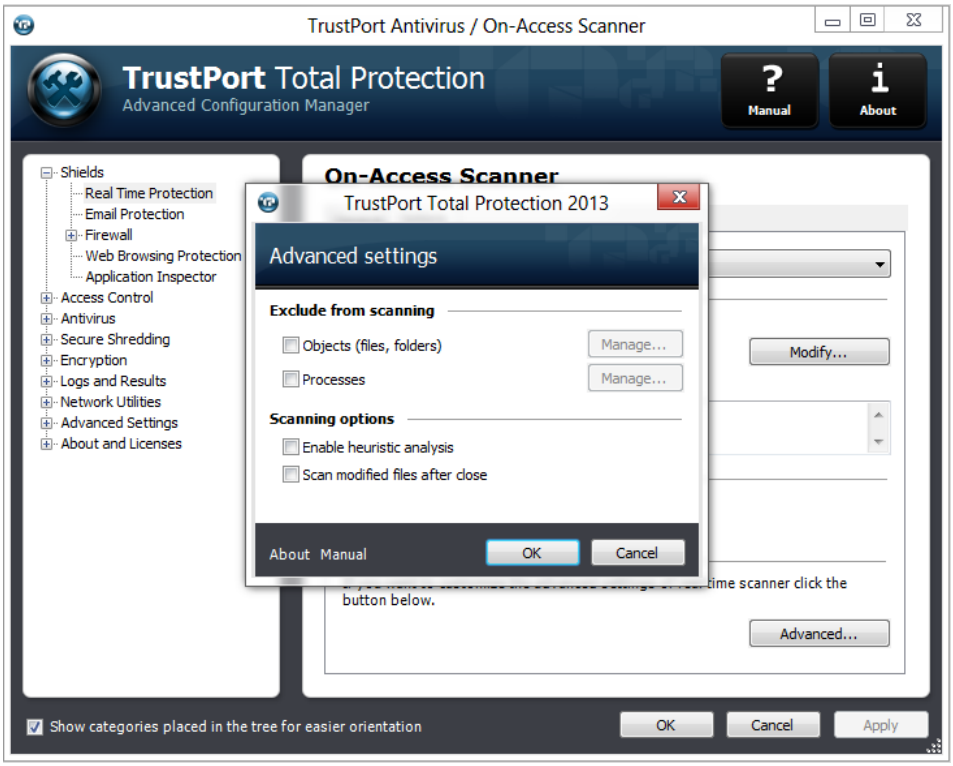
Scan files:

- **Scan all files** - scanning all files without difference in format or type.
- **Scan only files with the following extensions** - antivirus software will scan only files with specified extensions. The predefined list contains dangerous extensions, we recommend modifying it to experienced users only!
- **Exclude files with following extensions** - antivirus software will not scan files with extensions that you select. We recommend this option to use to experienced users only!

Scanning options:

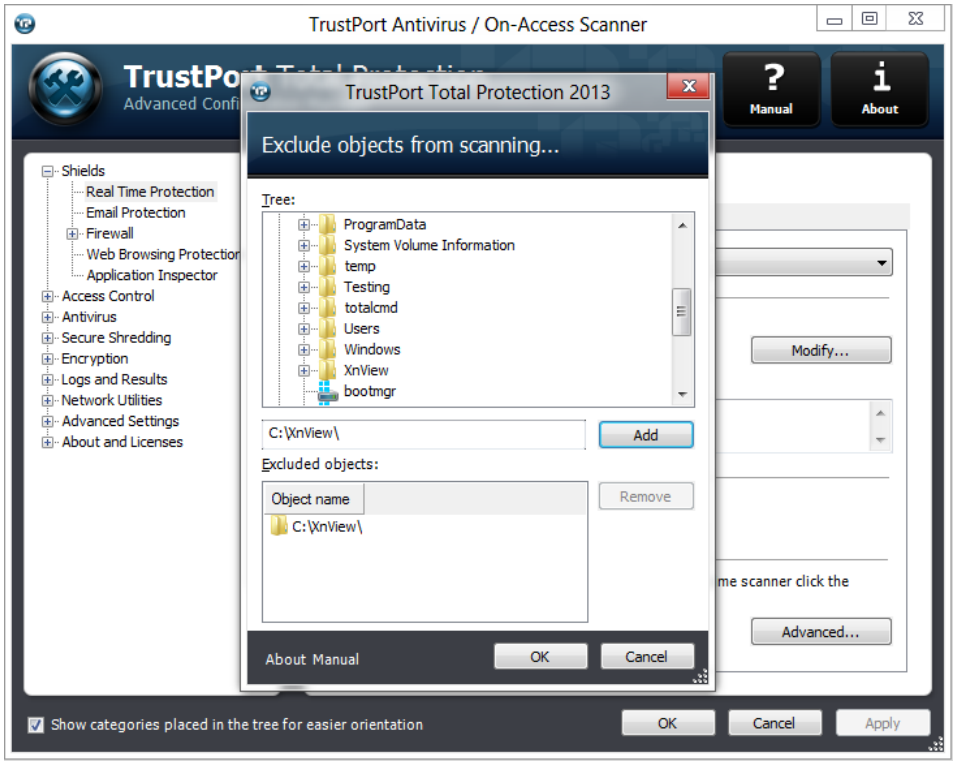
- **Scan compressed files (zip, arj, cab...)** - archive files, i.e. their contents, are scanned (searched for malicious codes). This option slows the scanning down, but on the other hand increases the computer protection.
- **Scan network drives** – defines, if network drives should be scanned.

After clicking the **Advanced** button the following options will appear:



Exclude from scanning:

- **Objects (files, folders)** - You can select this option if you want to exclude some objects from scanning. By pressing Manage you can set these objects. We recommend this option to use to experienced users only!



- **Processes** - This functionality could be potentially **dangerous** and it is recommended only for experienced users! When you add new process image, changes will be applied immediately even for already running processes. After removing of process image, currently excluded processes will remain excluded until its termination. For correct function, it is necessary to select executable process file.

  Process exclusion benefits:

  - it is possible to use more antivirus products on single computer simply by excluding other antivirus scanner process
  - it provides compatibility fix for other file system filtering software installed on same machine
  - it could increase overall system performance by excluding some "safe" system processes (indexing service for example)

Scanning options:

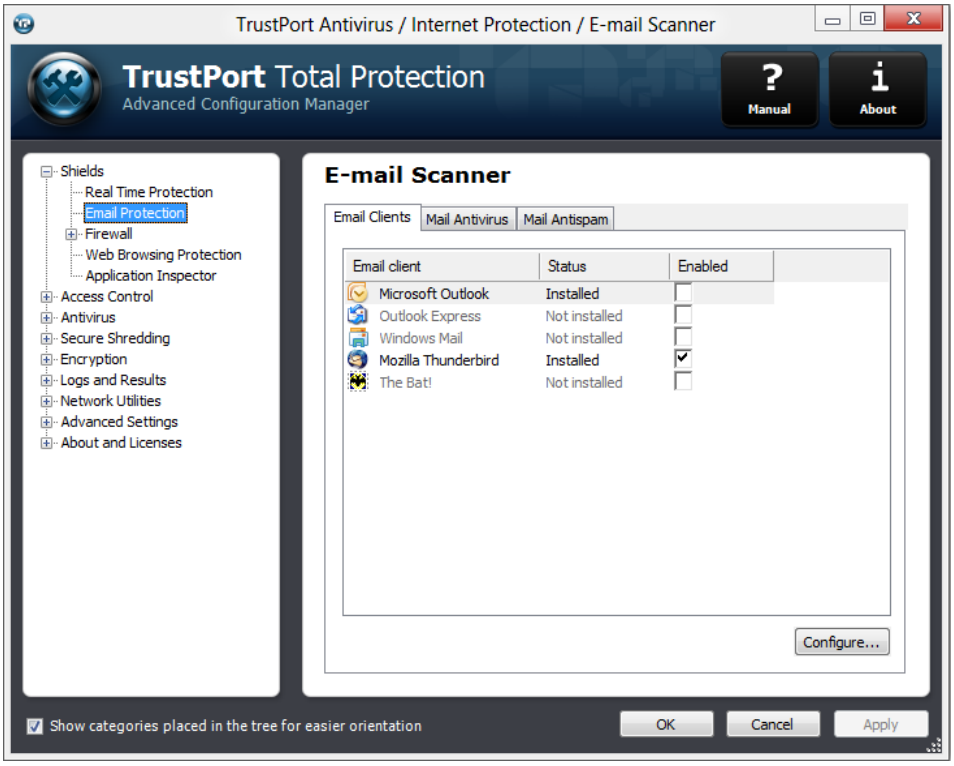
- **Enable heuristic analysis** - antivirus program will not only scan objects for known viruses, but it will also try to identify unknown malicious codes (suspicious routines, suspicious features etc.) By the help of heuristics, program can reveal new or unknown viruses. This option slows the scanning down, but on the other hand increases the computer protection.
- **Scan modified file after close** - antivirus program will automatically scan the files after their editing, amending of content, and saving.

10.1.2 E-mail protection

10.1.2.1 E-mail clients

Antivirus protection settings of email clients can be changed in this section. The list contains all supported email clients and next to each entry it is also stated if for this client support has been installed during the installation. For e-mail clients who have support installed, it is possible to choose if antivirus protection is to be used or not. **Warning!** To change the settings in this section administrator privileges are required!

Antivirus protection of the email client will occur only in the case if its usage is allowed. In the opposite case only a general scan of incoming post will occur and according to the settings in **Mail Antivirus** and **Mail Antispam**.



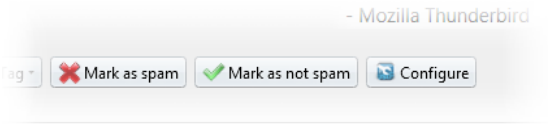
By default during the installation, support is installed for all e-mail clients that are supported by the operating system. As active are designated all e-mail clients who were selected before the completion of the **installation** TrustPort Antivirus product. **Warning!** If at least one email client uses TrustPort Antivirus for the scanning of post, it is always necessary to have active choices **Enable antivirus mail protection** and **Enable antispam mail protection** in settings of **E-mail Scanner**! Otherwise, e-mail scanning will not work correctly!

The button **Configure** will appear next to every supported e-mail client after it has been selected which enables **advanced settings** configuration of the client after its selection.

If support has not been installed for any particular e-mail client during the installation or the current version of e-mail client is not supported, it is not possible to scan emails with the help of TrustPort Antivirus.

For every e-mail client with active TrustPort Antivirus support, the following buttons are added to the toolbar:

- **Mark as spam** - marks the selected message as spam. The e-mail message is automatically grouped into the antispam monitoring database as spam and the subject of the message is modified according to **settings** options Subject modifications.
- **Mark as not spam** - cancels selected messages as spam. The e-mail message is automatically grouped into the antispam monitoring database as a message which is not spam and the string which marks spam is removed from the subject of the message.
- **Configure** - enables **settings** of e-mail scanner.



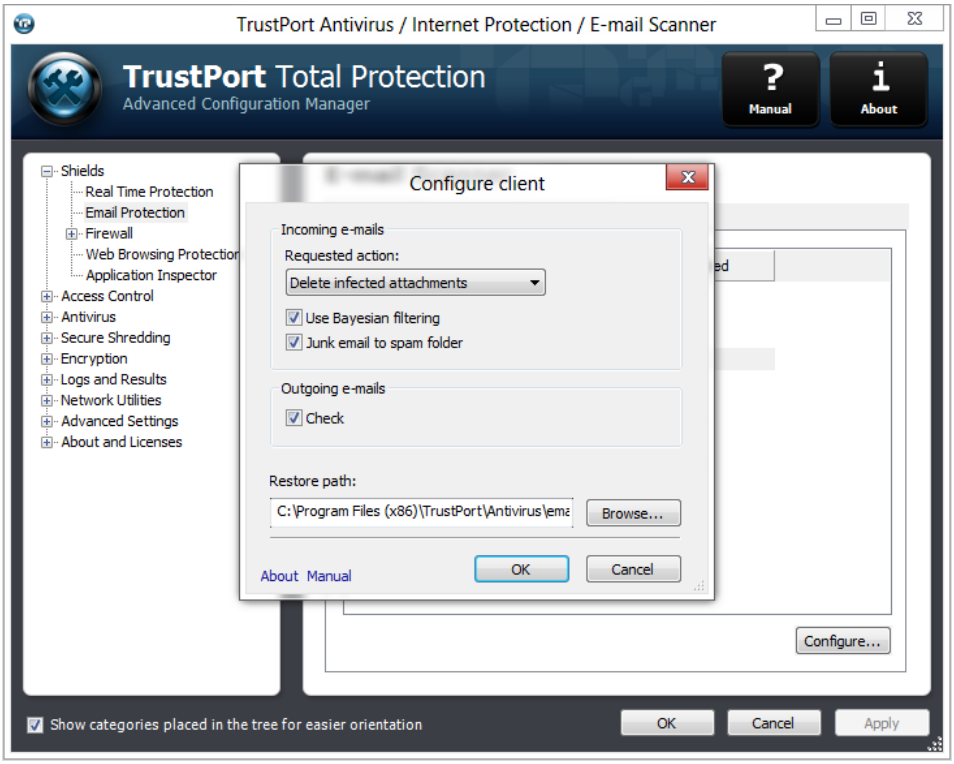
Warning! The buttons of all e-mail clients are added to all accessible task bar buttons, however only to some clients they are automatically added (Windows Mail is the only exception which does not have these buttons integrated yet). The buttons are very similar amongst e-mail clients, but not totally identical. It always depends on the settings of the actual e-mail client.

Advanced settings of e-mail clients

This dialog has the advanced settings of individual e-mail clients. However some characteristics are supported only for some e-mail clients.

In **Incoming e-mails** it is possible to configure **Requested action**. The selected action will be activated with the infected incoming e-mail. It is possible to choose from the following actions:

- **Deliver infected** - e-mail scanning will not be used and the email will be delivered without TrustPort Antivirus interference. **Warning!** If you choose this option, you completely remove all incoming email scanning and settings **Mail Antivirus** will not be considered!
- **Delete infected e-mail** - the infected e-mail will be automatically deleted, but it is still possible to restore it from the Delete items folder from the e-mail client.
- **Delete infected attachments** - all infected attachments will be changed according to **settings** options Name of file of Mail Antivirus and they will be placed into quarantine.



Use Bayesian filtering - defines whether the method of Bayesian dictionary will be used to check for spam.

Junk email to spam folder – emails marked as junk by the antispam engine will be marked and automatically moved to the spam folder of a particular user profile.

In Outgoing e-mails it is only possible to configure option **Check**. If this option is active, scanning of outgoing post occurs with the e-mail client.

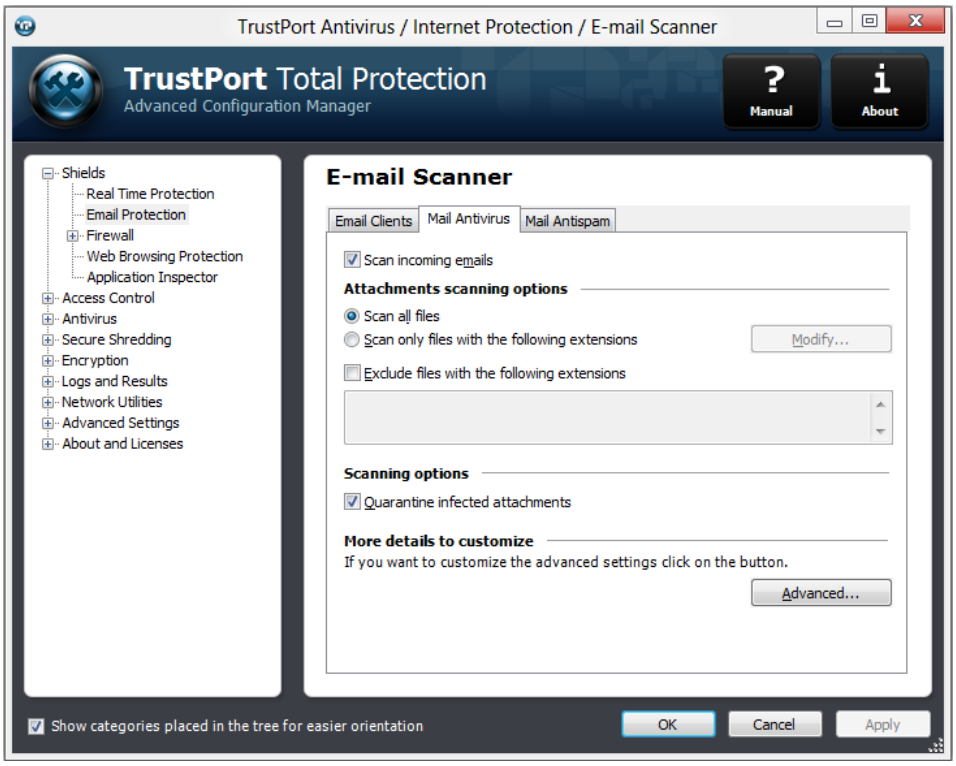
Show toolbar - displays the toolbar of the antivirus plugin in a client's email GUI.

Option **Restore path** contains the path to the directory where scanned e-mail messages are temporarily stored. After their scanning is completed they are automatically deleted. This directory will also contain files restored from **quarantine**. This option it is set to directory *Restore* in the installation directory of TrustPort Antivirus by default. **Warning!** This path is stored to a record during the saving process into quarantine, i.e. if from that time there has been a change in directory for the file restoration, the original directory will be used! «

10.1.2.2 Mail Antivirus settings

On this page you can manage your Mail Antivirus settings.

By the **Scan incoming emails** check box you can enable/disable scanning for malicious codes in incoming emails and their attachments. Implicitly it is enabled and it is strongly recommended to have the Mail Antivirus always turned on. **Warning**! This option affects the monitoring of post in all used **e-mail clients**.

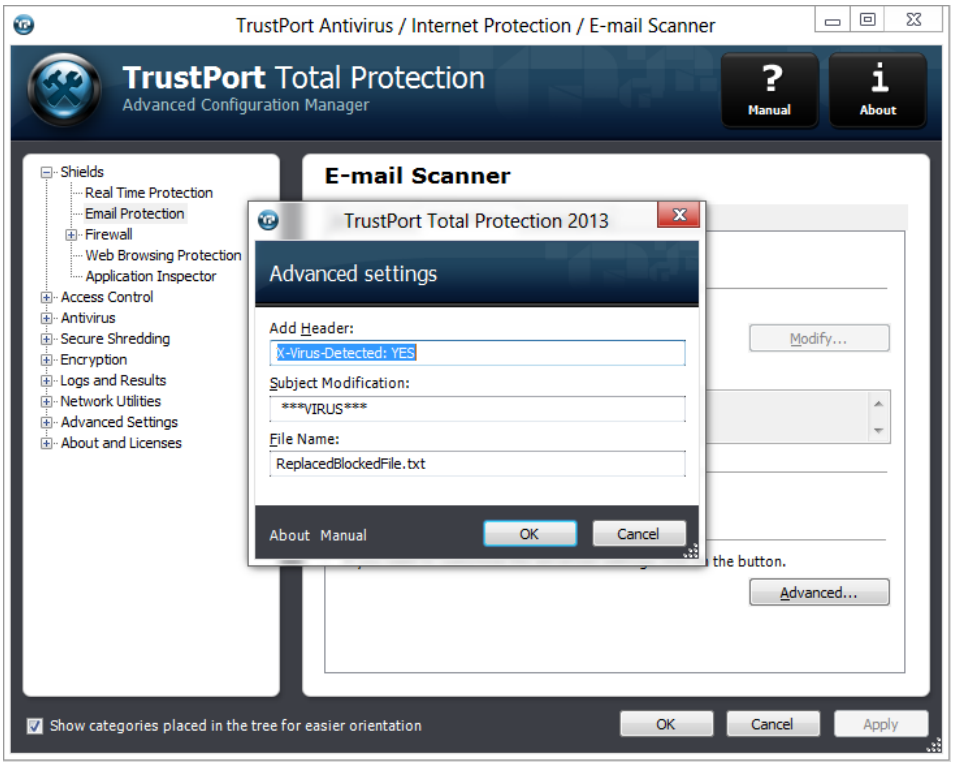


Settings

In this part you can edit the basic options of the Mail Antivirus.

- **All files** - all types of attachments will be scanned for viruses.
- **Selected files with following extensions** - only attachments with extensions specified in the list will be scanned, they can be edited by clicking on Modify button.
- **Exclude files with following extensions** - if you don't want to scan some attachment types, you can specify them in the list if you enable the check box.
- **Quarantine infected files** - all infected emails and attachments will be moved to quarantine where you can handle them. In the other case all infected files will be deleted right away.

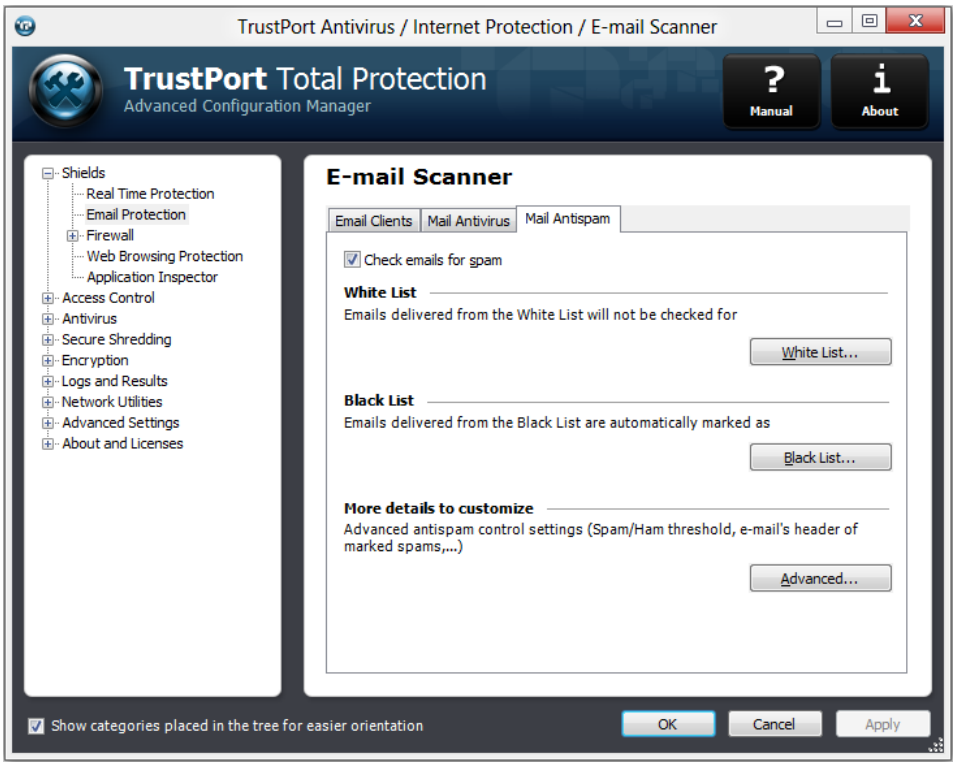
By clicking on the **Advanced...** button, following window will appear:



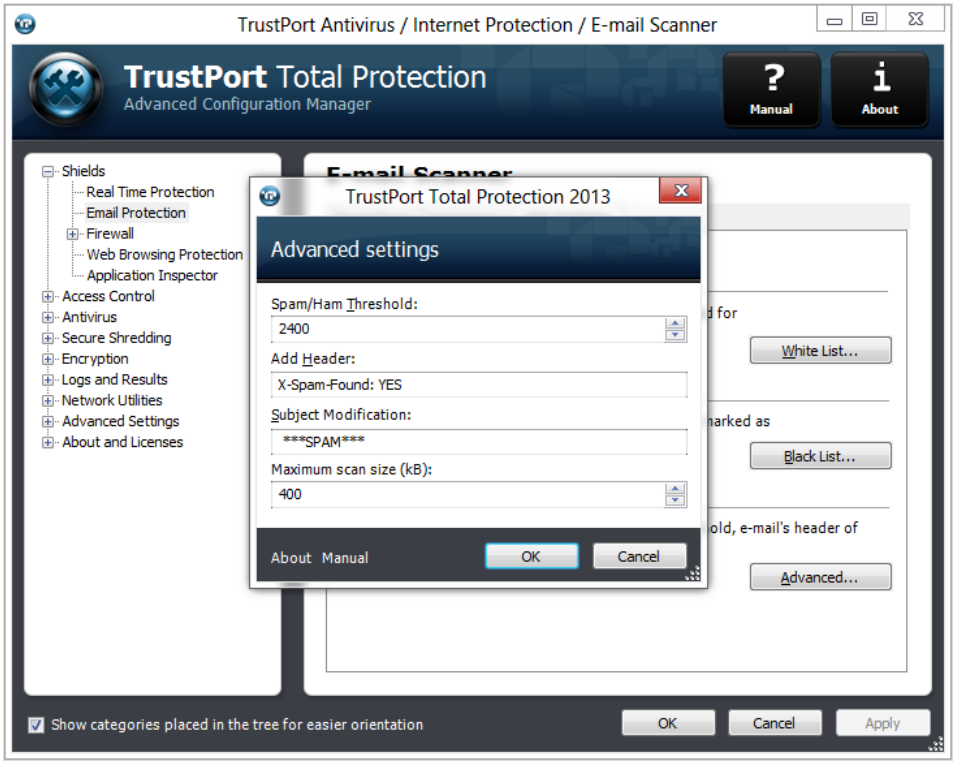
- **Add Header** - you can specify a header that will be added to an email in case of being infected.
- **Subject Modification** - text specified here will be put to the subject in front of the original text.
- **File Name** - you can specify a name of a text file which will be attached to an email instead of an infected attachment. «

10.1.2.3 Mail Antispam settings

By enabling the **Check emails for spam** option, you can enable scanning your email communication, except for emails, which sender is defined in the White List/Black List, for unsolicited emails. Such emails will be marked as SPAM and you can manage them in your email client. **Warning!** This option affects the monitoring of mail in all used **e-mail clients**.



By clicking on the **Advanced...** button, following window will appear:

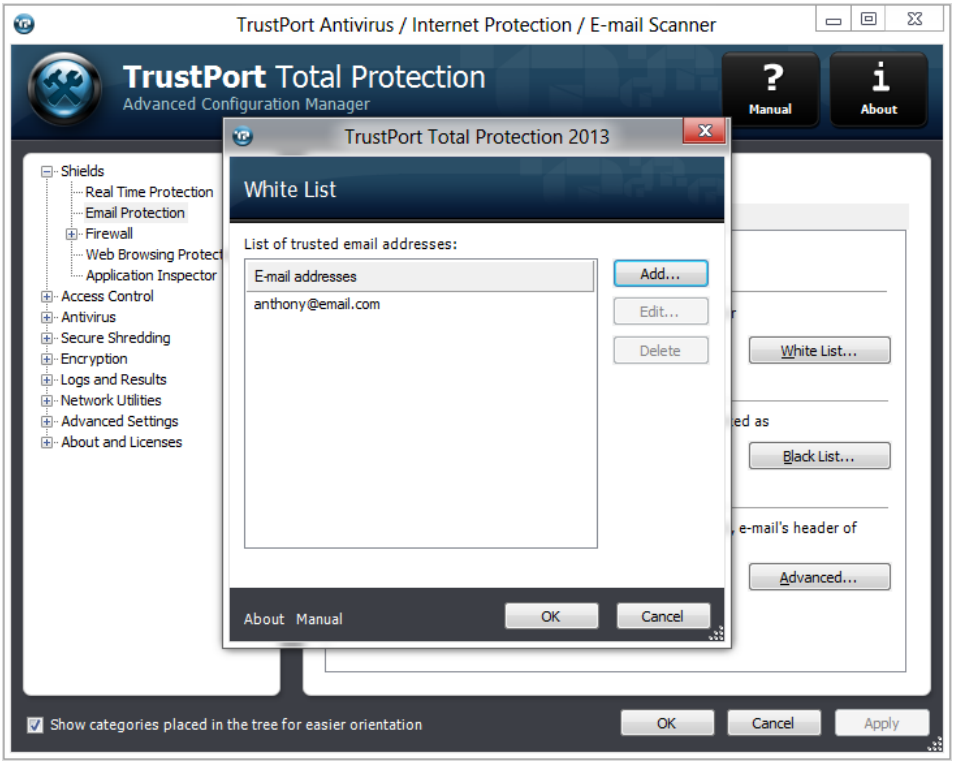


- **Spam/Ham Threshold** - here you can set the ratio by which emails will be divided to solicited (ham) and unsolicited group (spam). The range is 0 - 10,000, the default value is 5,000. Increasing the value will cause smaller probability of passing a spam email without marking but also higher probability of marking a solicited email as a spam.
- **Add Header** - here you can specify a header that will be added to an email in case of marked as spam.
- **Subject Modification** - the text specified here will be put to the subject in front of the original text.

- **Maximum scan size (kB)** – maximum size in kB, when e-mails will be checked for spam. Default value is 400kB.

By clicking on the **White List** or **Black List** button, you can control the lists of e-mail addresses, which are not scanned for spam.

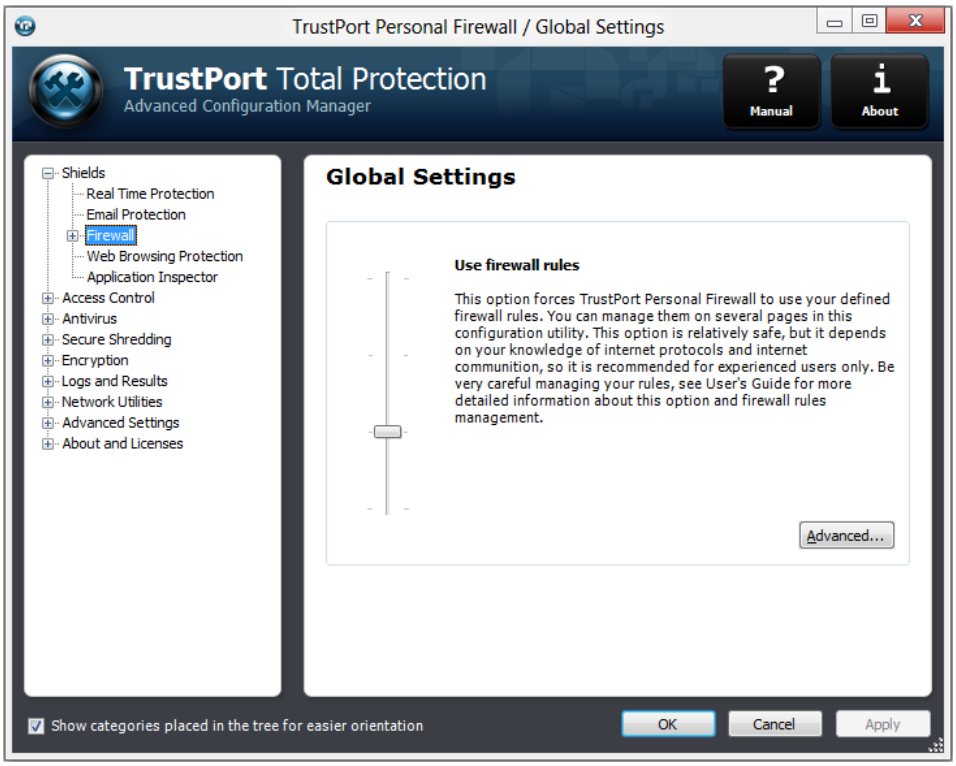
In the White list there are e-mail addresses of senders who do not send unsolicited e-mails. Their e-mails are never marked as spam. The Black list contains e-mail addresses, which are sources of unsolicited e-mails. E-mail from any of these senders is always marked as a spam.



You can add a new address by clicking on the **Add** button, edit an address by the **Edit** button or delete it by the **Delete** button. «

10.1.3 Firewall

On the page Global Firewall Settings is set the main functionality of TrustPort Personal Firewall. TrustPort Personal Firewall makes possible to work in four modes that have direct influence on the safety of the computer connection with the Internet or with the local network. The firewall modes can be switched by the slider on this page. With each slide movement there is shown a name and description of the selected mode on the right side.


TrustPort Personal Firewall / Global Settings
TrustPort Total Protection
Advanced Configuration Manager
Manual
About
Shields
Real Time Protection
Email Protection
Firewall
Web Browsing Protection
Application Inspector
Access Control
Antivirus
Secure Shredding
Encryption
Logs and Results
Network Utilities
Advanced Settings
About and Licenses
Global Settings
Use firewall rules
This option forces TrustPort Personal Firewall to use your defined firewall rules. You can manage them on several pages in this configuration utility. This option is relatively safe, but it depends on your knowledge of internet protocols and internet communition, so it is recommended for experienced users only. Be very careful managing your rules, see User's Guide for more detailed information about this option and firewall rules management.
Advanced...
Show categories placed in the tree for easier orientation
OK
Cancel
Apply

List and description of TrustPort Personal Firewall modes:

- **Permit all connections**

  Option Permit all connections makes possible all outgoing and incoming connections. Firewall will not block any connections and the computer will behave as if no firewall is installed there. This option is very dangerous and you should not select this option if you are not sure what you are doing or if it is not necessary for you.

- **Enable outgoing connections**

  This option enables all outgoing connections and firewall rules are used only for incoming communication. This mode is relatively safe but it cannot protect the computer against Trojan horse or software that sends information to the Internet and that is why it is necessary to be careful with the software you use and what e-mail attachment you open.

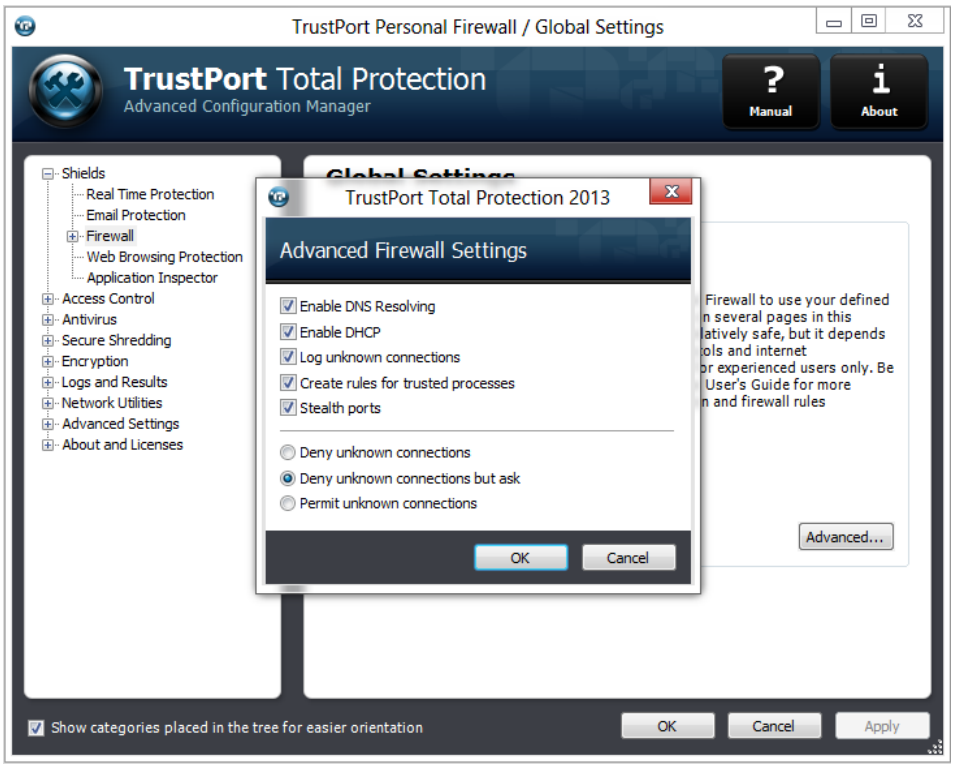
- **Use firewall rules**

  When there is mode Use firewall rules, the firewall starts to filter all incoming and outgoing connections according to the set rules. The rules can be set on pages Manage Rule Sets and Manage Firewall Rules. This option is safe but it depends how the filter rules are set. If the filter settings are wrong, it is possible that the computer behaves as if no firewall is installed and you should be very careful.

- **Deny all connections**

  Option Deny all connections prohibits all incoming and outgoing connections. Firewall will block all connections and the computer will behave as if it is not connected to the computer network. This option is very safe but the practical utility is only if you do not want, from some reason, any network connectivity.

The button **Advanced** serves for dialog window display for advanced setting of TrustPort Personal Firewall. If you are not an advanced user or you do not have the relevant knowledge of TCP/IP network, then do not adjust options in this dialog window.



Enable DNS resolving - serves for automatic translation of domain names for firewall. TrustPort Personal Firewall needs during the operation the possibility to covert the domain names and that is way it is recommended to have this option always permitted. If you do not allow this option, you take risk that your computer would not communicate correctly in the local network or in the Internet.

Enable DHCP - serves for permission of DHCP service. DHCP service serves for IP address allocation during computer startup or during connection to the computer network or to the Internet. If you use in your network DHCP for IP addresses allocation or you connect yourself to the Internet by a service that appoints IP address to your computer, then select this option. If you deny service DHCP, your computer will not be able to get the IP address form DHCP server and it will not be possible to get the connection. If you use connection to the local network with static IP addresses, then it is not necessary to have this option selected and you can deny it. For details about your IP addresses allocation, contact your provider of the connection or the administrator.

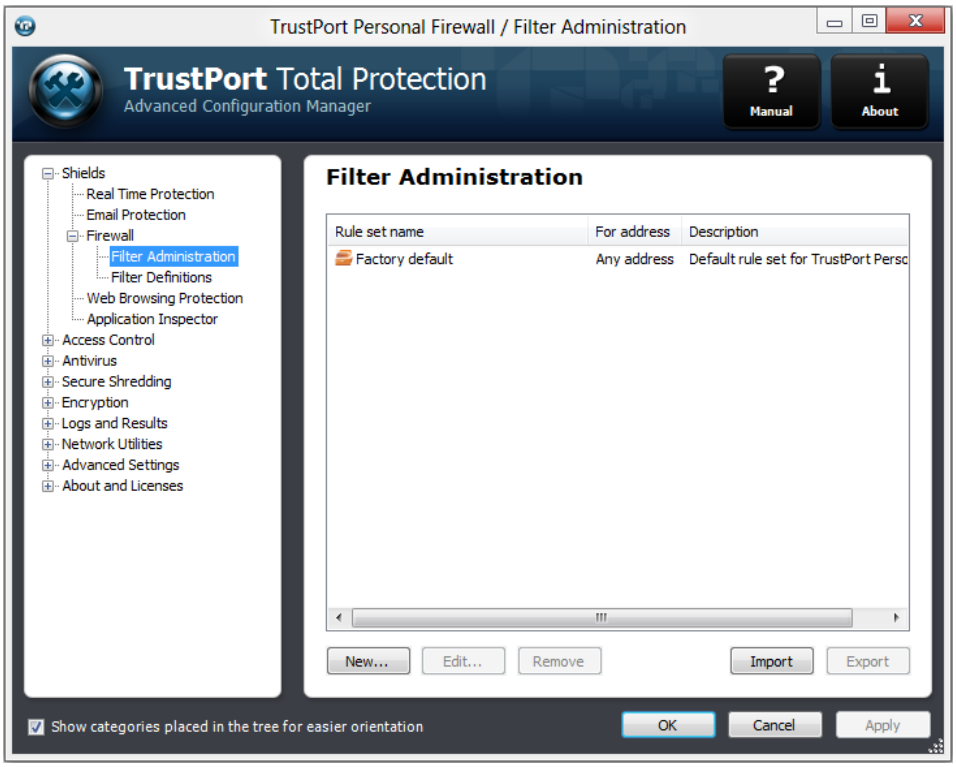
Create rules for trusted processes - query pop-up dialogs will not be displayed anymore for processes that are trying to connect to the internet and that aren't signed with a valid digital signature and therefore are not considered trusted for TrustPort Firewall. A rule will be created for these applications automatically and they will be included in the list in Application rules section.

Stealth ports - enables the hiding of all the computer's open ports which could be used to perform attacks from the internet. We recommend enabling this option.

During the mode **Use firewall rules** the firewall by default attempts to establish the connection, goes through the rule set and if it does not find any convenient rule, it blocks the attempt. With help of the function **Permit unknown connections** you can change the default functionality in a way that all the attempts for connection that do not satisfy any rule will not be blocked but permitted. This option totally turns around the logic of the whole firewall and this has an impact on the logic of all settings status. Use this option only in case that you know exactly what you are doing and when you need to change this logic. The option **Deny unknown connections** sets back the default behaviour of the firewall. When you set the option **Permit unknown connections**, you will be alerted so as you are careful not to choose the unwanted firewall setting. **Deny unknown connections, but ask** – though firewall has all unknown connections denied, if application tries to connect to the network, it asks if new rule should be created for this application in filter definitions. «

10.1.3.1 Filter Administration

Page Filter Administration serves for creation, deletion, import and export of rule sets. It is possible to create any number of rule sets but always only one set for each IP address. All rule sets are displayed in a transparent list. This list also displays the legend and the IP address for which the given rule is active.



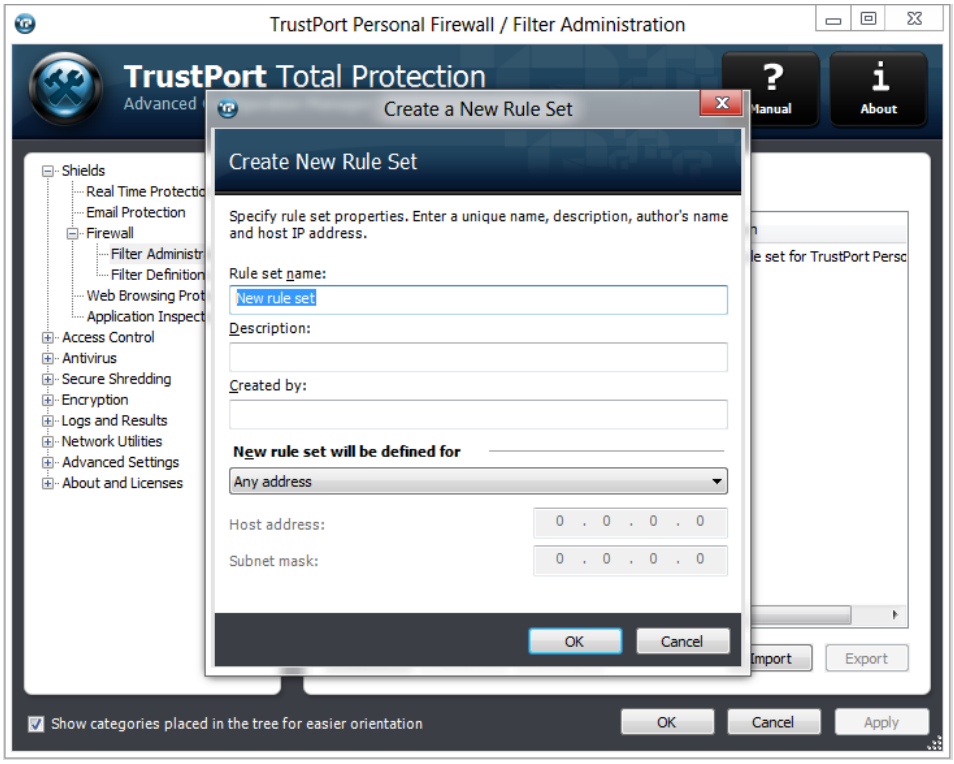
A new rule set can be added by pressing **New**. It is possible to adjust rule sets with the help of button **Edit**. The rule sets that are not necessary any more can be deleted by button **Remove**. After pressing Remove a dialog window is displayed. Here you are asked if you are sure to delete the specified rule set. If you select Yes, the chosen rule set with all the rules are deleted.

Import of the existing rule sets is done by the button **Import**. After pressing Import, you are asked to select a rule set that you want to import. If you have chosen the right file (unbroken and with the right data format), a dialog window is displayed. Here it is possible to adjust the name of the rule set and the IP address to which it will be tied to.

Export of rule sets is done by the button **Export**. To make the button Export functional, it is possible to have some rule set specified. When we click on this button, a dialog window is displayed where it is possible to define the file destination and the name where you want to export the rule set. The following items will be exported: information about the set name, allocated IP address and all the rules in the set.
«

10.1.3.1.1 Editing set of rules

This dialog window serves for editing and importing sets of rules. The name of the new set of rules will be automatically preset and the IP address for which this new set is destined, is preset to **All addresses**. The name of the set and IP address are obligatory items and it is necessary to insert the right values. It is not obligatory to insert items Created by and Description but we recommend fill them in.



IP address that is tied up with the set of rules can be inserted in several forms:

- **All addresses -** set of rules will be applied for all IP addresses in the computer. Option all addresses has the smallest priority during firewall processing.
- **IP address** - set of rules will be applied only for the specified IP address. Option IP address has the highest priority during firewall processing.
- **Range of IP addresses -** set of rules will be applied for all IP addresses that are in the stated range of IP addresses.
- **IP address and subnet mask -** set of rules will be applied for all IP addresses that can be included into the stated subnet.

Each set must be unique and therefore it is possible to create a set with a unique name and for unique IP address. By a unique address is also meant All addresses or ranges of addresses or an address with subnet mask.

If you have a computer that you connect via network card to the local network with static IP addresses and modem that you use for connection to the Internet, then we have several possibilities which set of rules should be created. The safest way is to create a set of rules for one IP address defined by the IP address that was allocated by the administrator (see **Location of IP addresses in computer**). Next we create a second set of rules for IP addresses range where our connection provider allocated our address to us. It is also possible to create a set of rules for the whole subnet or even for the rest of the addresses. If we have a connection from our provider by a static IP address for connection to the Internet (ADSL etc.), then it is more convenient to create set of rules directly for the IP address that we have appointed by the provider. If we select **All addresses**, then we have to remember that for each new IP address created in the computer is automatically used this set of rules. This is why we should create the set for All addresses with the most general settings and the biggest restrictions.

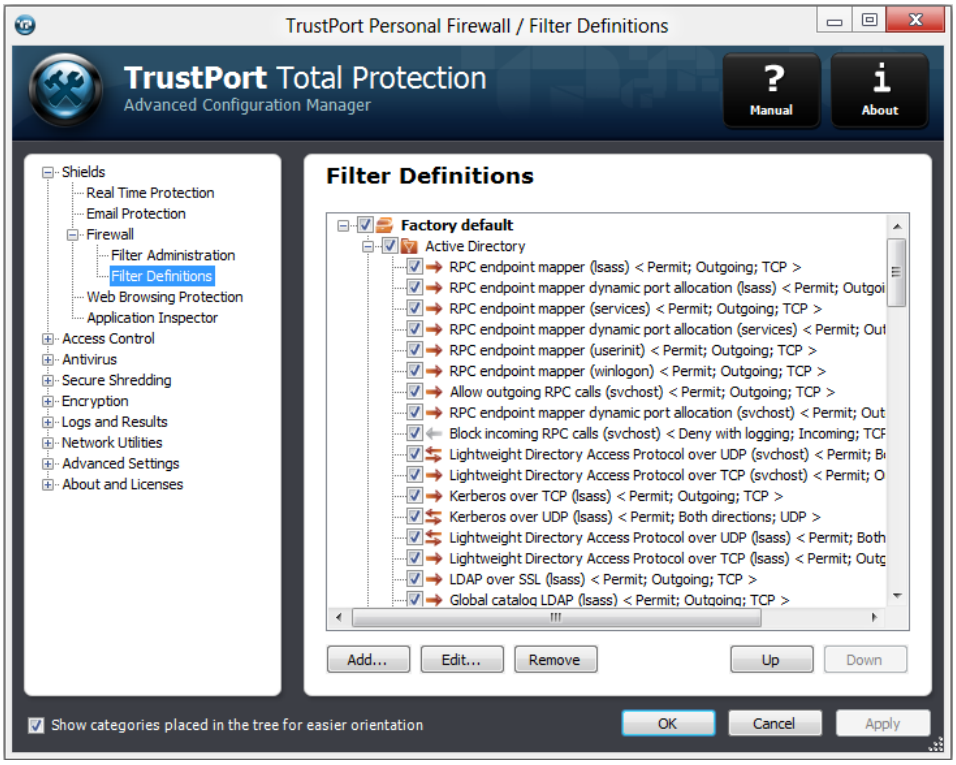
When we click the button OK, the entered values are verified and stored. If we edit the set of rules, then its modification is processed and after pressing the button Apply or OK, the core of the personal firewall is set to these new values in the window of the TrustPort Personal Firewall. During import of the set of rules the dialog window is pre-filled by the values from the imported file and you have possibilities to adjust the values further. When you press Apply or OK in the main configuration window TrustPort Personal Firewall, the firewall is set for the new values and the imported set of rules is stored. «

10.1.3.2 Filter Definitions

Page "Filter Definitions" serves for creation, deletion and edition of rules for TrustPort Personal Firewall. The firewall behaviour is influenced by rules. During the attempt for incoming or outgoing connection, the firewall starts to go via all accessible rules in certain set and it starts to look for a rule that can be applied for the given connection. If it finds such a rule, then the connection is either permitted or denied, according the found rule configuration. If it does not find any corresponding rule for the given connection, the default action configured for the firewall is done. It is set by default that the connections that do not satisfy any rules are denied. This functionality can be changed on the page **General Firewall Settings** in dialog window for advanced configuration. But this turned logic of TrustPort Personal Firewall is not recommended because of security reasons. When the individual rules are evaluated if the certain rule can be applied for the given connection, there is also (where it is specified) carried out the verification of the hash. If the rule is convenient with the given connection and also with the hash of this application, then the rule is applied to this connection. In the opposite case the evaluation of the following rules will go on.

Each rule can be temporary inactivated by marking off. The marking off is done by the check box on the left side next to the rule name. If we disable all the rules, then all the set is also inactivated. The icon by each rule shows the direction (incoming, outgoing or both directions) for which the certain operation is done. The orange colour of the arrow means that the rule enables the communication in the given direction and the grey arrow that the rule denies communication in the given direction. The arrow towards the right means outgoing connection and the arrow towards left the incoming connection. Two arrows mean two-way communication. Information in brackets show some important information about the rule, it means direction of the communication, action and protocol that is active for the given protocol.

Individual rules can be moved upwards and downwards in the given set of rules. The rule movement is done by buttons **Up** and **Down** or by **Shortcut keys**. The sequence of individual rules in the set influences the sequence of rules that are checked by TrustPort Personal Firewall during searching for the right rule in case of connection attempt.



To have transparent list of rules it is possible to create sub-group s and to add new predefined rules to this newly created sub-groups. The new sub-groups are created by clicking the right mouse button and there is chosen the menu **Create Group**. During creation of predefined rules it is enough to mark the group where the new predefined rule should be created. It is not possible to shift rules between groups and create groups inside other group.

Button **Add** serves for adding of a new rule to the existing rule set. Afterwards **wizard** is displayed. Before pressing the button Add it is necessary to choose the set where you want to place the new rule.

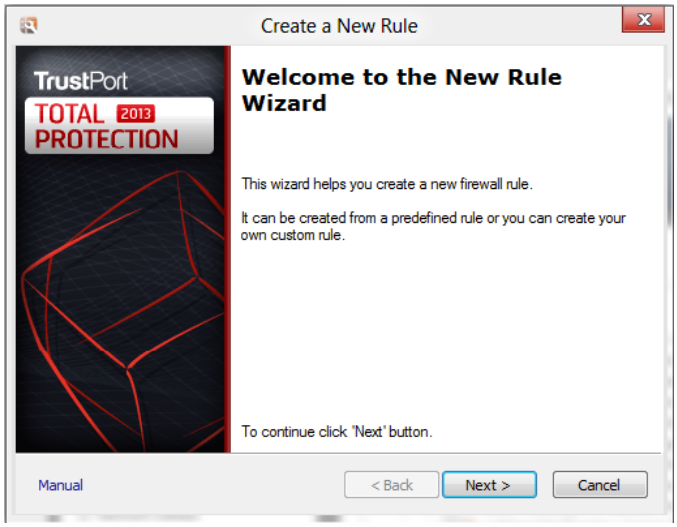
Button **Edit** serves for editing of the existing rule. When the button is pressed, a **dialog window** is displayed, which serves for editing of the rule features.

Button **Remove** serves for deletion of existing rule from the set. By pressing Remove is displayed a confirmation dialog window asking if you are sure to remove the specified rule. «

10.1.3.2.1 New Rule Wizard

Welcome to the New Rule Wizard

When the New Rule Wizard is started, this first page is displayed. The user is informed here what can be done with the help of this wizard. By pressing button **Next**, it is possible to continue to next wizard page.


Create a New Rule
TrustPort
TOTAL 2013
PROTECTION
Welcome to the New Rule Wizard
This wizard helps you create a new firewall rule.
It can be created from a predefined rule or you can create your own custom rule.
To continue click 'Next' button.
Manual
< Back
Next >
Cancel

Choose a method

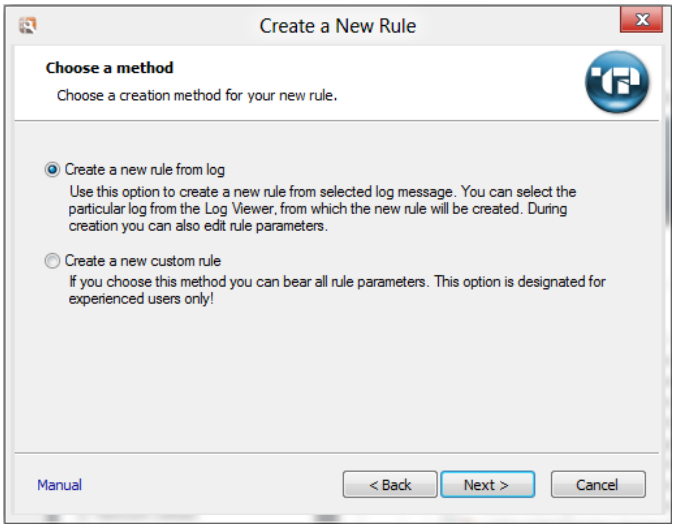
Page Choose a method serves for choosing a method of the new rule creation. There are two methods for the new rule creation:

- **Create a new rule from log**

  This method serves for new rule creation from the logged records of TrustPort Personal Firewall application. By use of this method the user gains the possibility to create the rule exactly according the logged message and it is not necessary to write down manually all the parameters.

- **Create a new custom rule**

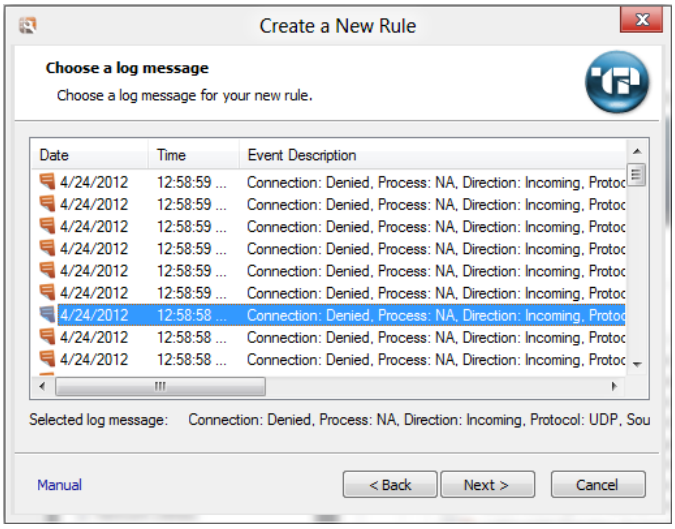
  The last method is designed for the advanced users and it enables to create a new rule exactly according their requirements. The user must fill in all important parameters of the new rule.


Create a New Rule
Choose a method
Choose a creation method for your new rule.
Create a new rule from log
Use this option to create a new rule from selected log message. You can select the particular log from the Log Viewer, from which the new rule will be created. During creation you can also edit rule parameters.
Create a new custom rule
If you choose this method you can bear all rule parameters. This option is designated for experienced users only!
Manual
< Back
Next >
Cancel

Choose a log message

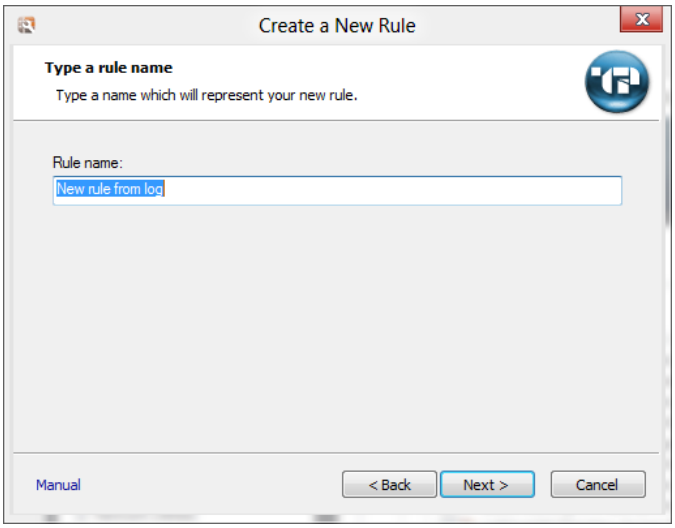
On page Choose a log message it is possible to choose the log message of TrustPort Personal Firewall, to which the new rule should be created. The wizard from the marked message uses all the information as parameters for a new rule. The marked message is highlighted in the bottom part of the wizard page. In the list with logged messages are displayed only those messages that can be used as information (parameters) for new rule creation. The rest of logged messages is automatically hidden.

This page is displayed only in case that on the previous page the method **Create a new rule from log** was chosen.


Create a New Rule
Choose a log message
Choose a log message for your new rule.
Date
Time
Event Description
4/24/2012 12:58:59 ... Connection: Denied, Process: NA, Direction: Incoming, Protoc
4/24/2012 12:58:59 ... Connection: Denied, Process: NA, Direction: Incoming, Protoc
4/24/2012 12:58:59 ... Connection: Denied, Process: NA, Direction: Incoming, Protoc
4/24/2012 12:58:59 ... Connection: Denied, Process: NA, Direction: Incoming, Protoc
4/24/2012 12:58:59 ... Connection: Denied, Process: NA, Direction: Incoming, Protoc
4/24/2012 12:58:59 ... Connection: Denied, Process: NA, Direction: Incoming, Protoc
4/24/2012 12:58:58 ... Connection: Denied, Process: NA, Direction: Incoming, Protoc
4/24/2012 12:58:58 ... Connection: Denied, Process: NA, Direction: Incoming, Protoc
4/24/2012 12:58:58 ... Connection: Denied, Process: NA, Direction: Incoming, Protoc
Selected log message: Connection: Denied, Process: NA, Direction: Incoming, Protocol: UDP, Sou
Manual
< Back
Next >
Cancel

Type a rule name

Each rule of TrustPort Personal Firewall application must have its name. The name is entered on this page. This name is automatically prefilled. It depends if there was selected some predefined rule or if there is created a new one. The rule name must contain only the permitted characters.

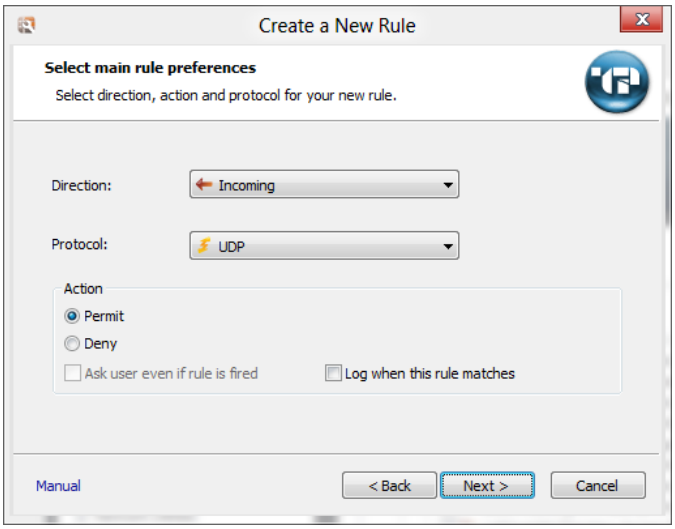


Select main rule preferences

Feature **Direction** determines for which communication direction this rule will be applied. For example: if the selection Outgoing is chosen, some application will require a new connection from this computer to some Internet server and then this rule will be applied and the required operation is done. The possible values when specifying the direction are Outgoing, Incoming and Both directions.

Feature **Protocol** defines for which protocol the rule will be active. There can be selected the following protocols: ICMP, UDP, TCP and combination of TCP with UDP. TrustPort Personal Firewall also enables to use other protocols. Option Others serves for these other protocols. After selecting this option, another editing element is displayed, where the number of the protocol can be inserted. The protocol numbers can be entered in interval from 1 to 255.

Option **Action** serves for definition what should be done with the connection if it complies with all the rule features. The connection can be permitted or denied. You can set the option to log information about denied or permitted connections. You can create log rules by specifying Ask user even if rule is fired. Log rule is not making final packet decision, but is present only for logging. During creation of rules it is necessary to take in consideration the fact that all connections that do not satisfy any rule are automatically denied (providing that there is not configured the opposite logic of firewall operation in advanced options on page **Global Firewall Settings**).



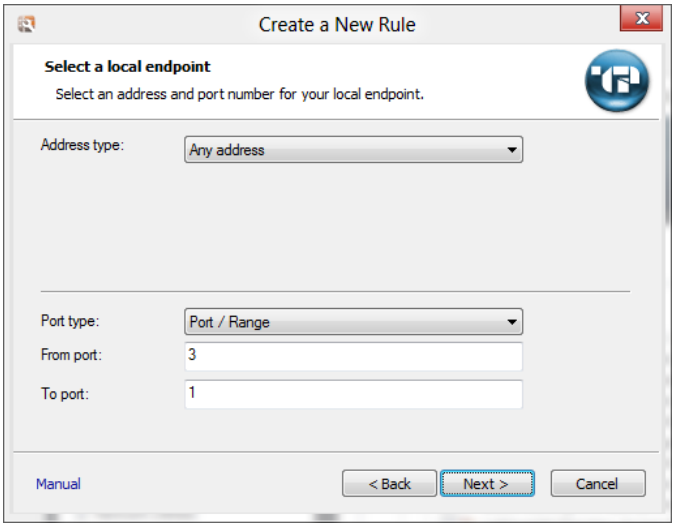
Select a local endpoint

Page Select a local endpoint serves for determination of the local address and port. If the ICMP protocol is specified, then the control elements for port determination are not available because with the ICMP protocol does not occur the directing the packets to specified ports but to an address as such.

For the determination of the local address there is possible to use any address, one address, a range of addresses, address with network mask or list of addresses. For determination of local port there is possible to use any port, one port, range of ports or a list of ports.

By a change of roll list **Address type** it is possible to specify the address type and therefore the way how the local addresses will be entered. With each change of the roll list is also changed the page content. The local addresses are entered as IP addresses in format X.X.X.X or as the domain names. For address entered as domain names are certain limitations, the characters can be only alphanumeric and they also contain these signs ' / : . - '. During entering local addresses as range of addresses or as an address with subnet mask it is not possible to use domain names as addresses, there are allowed only the correct IP addresses.

By a change of roll list **Port type** it is possible to determine the port type and therefore the way how the local ports will be entered. For each change of the roll list is also changed the page content. The ports are entered as full-number values and they must be from 1 to 65535.



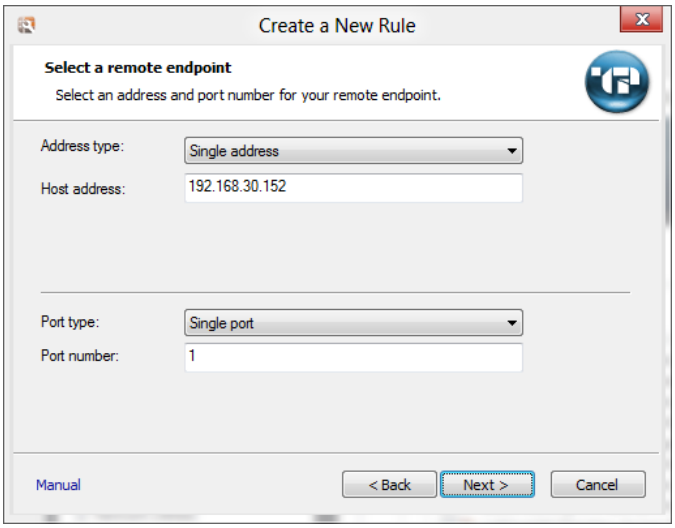
Select a remote endpoint

Page Select a remote endpoint serves for determination of the remote address and port. If the ICMP protocol is specified, then the control elements are not available for port determination because with the ICMP protocol does not occur the packet directing to certain ports but to address as such.

For the determination of the remote address there is possible to use any address, one address, a range of addresses, address with network mask or list of addresses. For determination of remote port there is possible to use any port, one port, range of ports or a list of ports.

By a change of roll list **Address type** it is possible to specify the address type and therefore the way how the remote addresses will be entered. With each change of the roll list is also changed the page content. The remote addresses are entered as IP addresses in format X.X.X.X or as the domain names. For address entered as domain names are certain limitations, the characters can be only alphanumeric and they also contain these signs ' / : . - '. During entering remote addresses as range of addresses or as an address with subnet mask it is not possible to use domain names as addresses, there are allowed only the correct IP addresses.

By a change of roll list **Port type** it is possible to determine the port type and therefore the way how the remote ports will be entered. For each change of the roll list is also changed the page content. The ports are entered as full-number values and they must be from 1 to 65535.

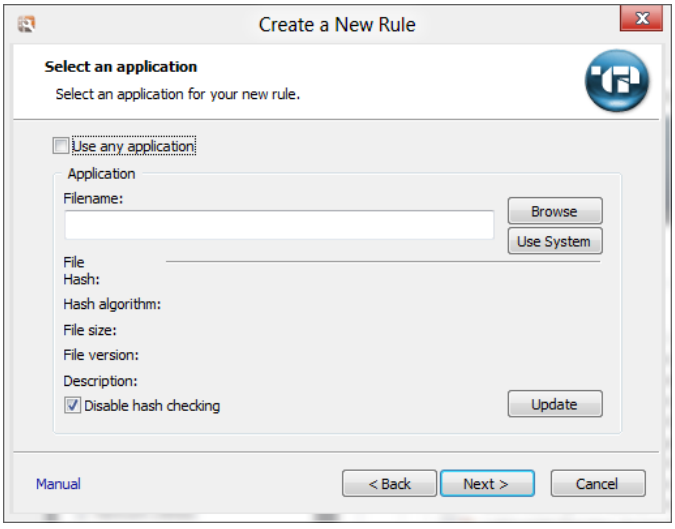


Select an application

This page of a new rule creation serves for application specification that can be added to the rule as other evaluation criteria. If the connection parameters agree (protocol >, local and remote IP address > with port s and connection direction) with rule parameters, then there is evaluated as the next criteria the application that tries to make this connection. If the rule parameters and connection agree and at the same time there is agreement with the application on this page, then the action that is allocated to this rule is done.

The state of check box **Use any application** determines if the application should be used as the next evaluation criteria or not. If checked, the application will NOT be used as these criteria.

When there is written the name and the path to the application or when there is done the application selection by **Browse**, the application is determined. By using the button **Use system**, you can set the application as an idle system process. If the application is changed, it means reinstalled by the new version etc., then it is necessary to allocate it to the rule again. It can be done by the button **Update**. If you don't want Firewall to check application checksum, then use the checkbox **Disable hash checking**.

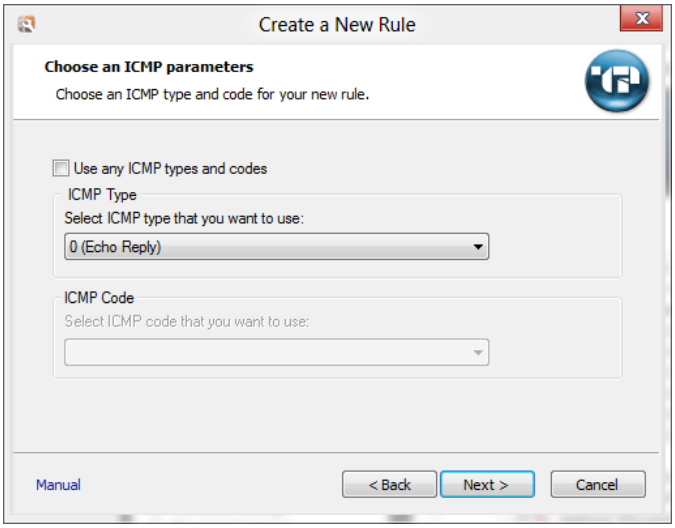


Choose ICMP parameters

With the ICMP protocol it is possible to determine what type of ICMP packet it is by defining the ICMP type and code. ICMP type is a number that specifies the use of ICMP packet and ICMP code determines use in the frame of ICMP type. Some of the ICMP types have no ICMP codes.

If there is checked the button **Use any ICMP types and codes** then there will be allowed or prohibited any ICMP types and ICMP codes in the frame of the newly created rule. If this check box will not be selected, then it is possible to define ICMP type and ICMP code. The type and code can be chosen from values in the rolled up lists. In case that it is necessary to use some other ICMP type or code, there is available the last option in the list called **User defined**.

This wizard page is displayed only in case that there is selected ICMP protocol in previous steps.

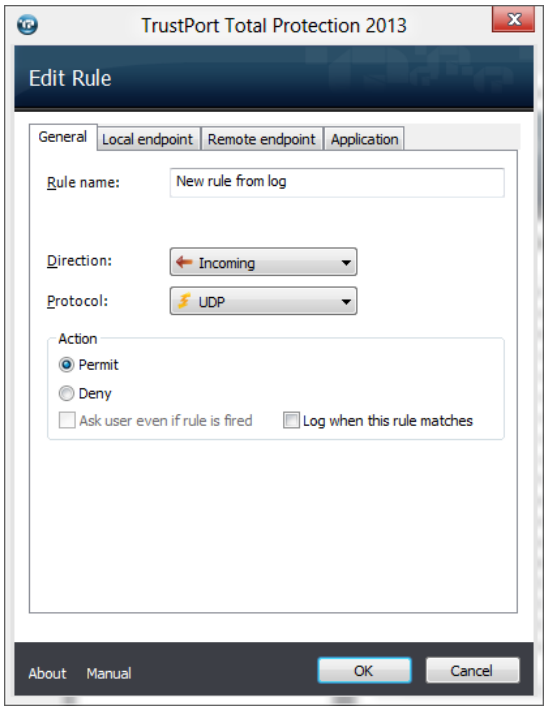

Create a New Rule
Choose an ICMP parameters
Choose an ICMP type and code for your new rule.
Use any ICMP types and codes
ICMP Type
Select ICMP type that you want to use:
0 (Echo Reply)
ICMP Code
Select ICMP code that you want to use:
Manual
< Back
Next >
Cancel

Completing the New Rule Wizard

This page of wizard says that there is enough information to complete the required operation. By pressing **Finish** the creation itself will be done and the New Rule Wizard is finished. «

10.1.3.2.2 Edit Rule

General - dialog window Edit rule - General serves for editing of the main rule features. For all the control elements are valid the same rules as for control panel on page Main rule features of the **New Rule Wizard**.



Local endpoint – this dialog window serves for adjustment of addresses and ports that were allocated to the rule. For all control elements are valid the same rules as for the control elements on page Selection of local endpoint **New Rule Wizard**.

Remote endpoint - dialog window Edit rule - Remote endpoint serves for address and ports adjustment, that were allocated to the rule. For all control elements are valid the same rules as for the control elements on page Selection of remote endpoint of the **New Rule Wizard**.

Application - dialog window Edit Rule - Application serves for definition of application that was allocated to the rule. For all control elements are valid the same rules as for the control elements on page Selection of application of the **New Rule Wizard**.

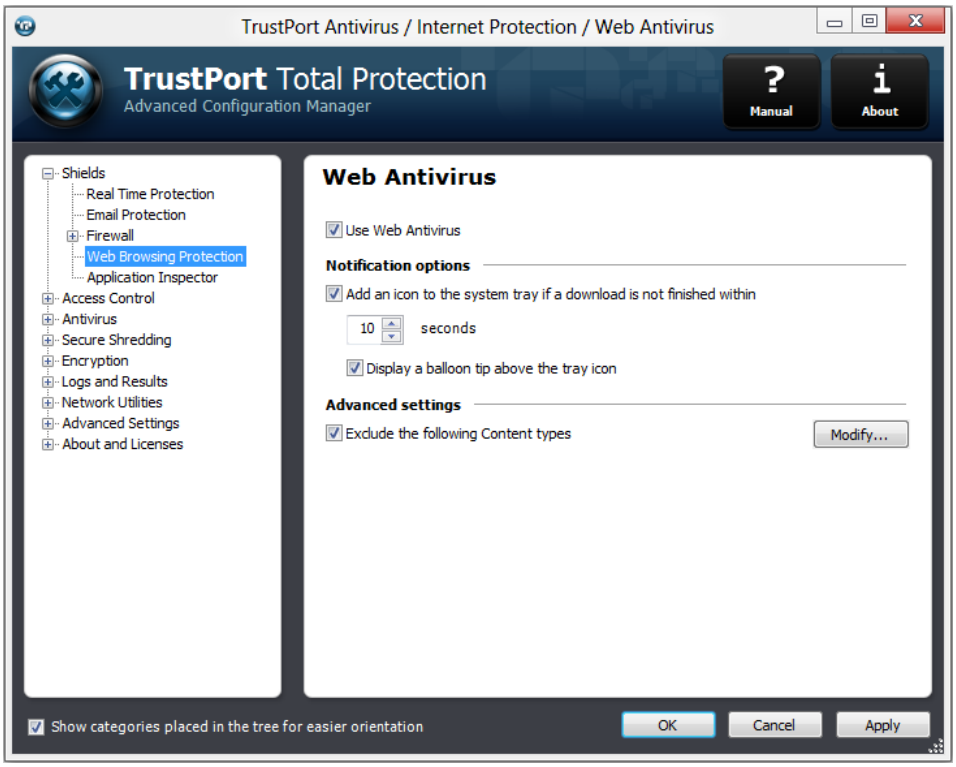
ICMP - dialog window Edit Rule - ICMP serves for adjustment of types and codes of ICMP protocol that were allocated to the rule. For all control elements are valid the same rules as for the control elements on page Selection of ICMP types and codes of the **New Rule Wizard**. «

10.1.4 Web Antivirus

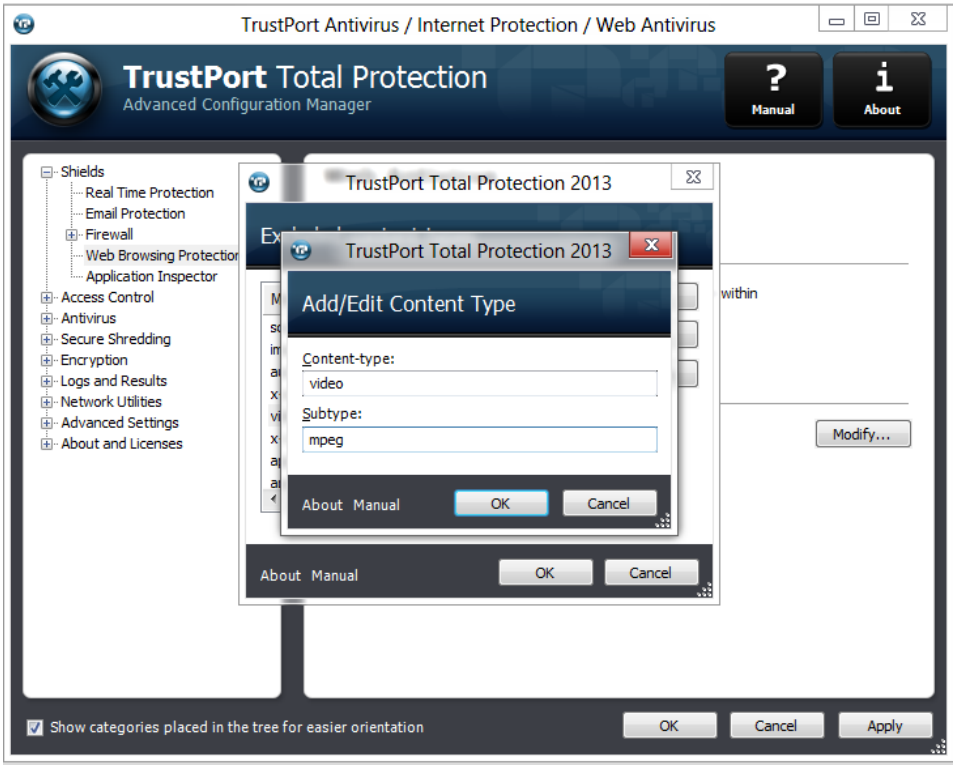
Web Antivirus serves for protection of your computer against viruses when surfing the Internet. You can enable/disable its function by using the **Use Web Antivirus** option.

You can set whether to display an icon in tray if download of a certain file lasts more than the specified number of seconds. By clicking this icon you can see the download progress. It is also possible to enable/disable displaying balloon tip above this icon which explains you why you can't see any download progress information in your browser.

By checking the **Exclude the following content types** option, you can activate the list of mime types which you don't want to scan for malicious codes. It will be displayed by clicking on the button **Modify...**



In the **List of excluded content types** you can add a new item by clicking on the **Add...** button. A new window where you can specify the content-type and subtype will appear. Wild cards are not allowed! By double-clicking on a particular item of the list or selecting an item and then clicking on the **Edit...** button you can edit the particular type. You can delete any item by selecting it and then clicking on the **Delete** button. «



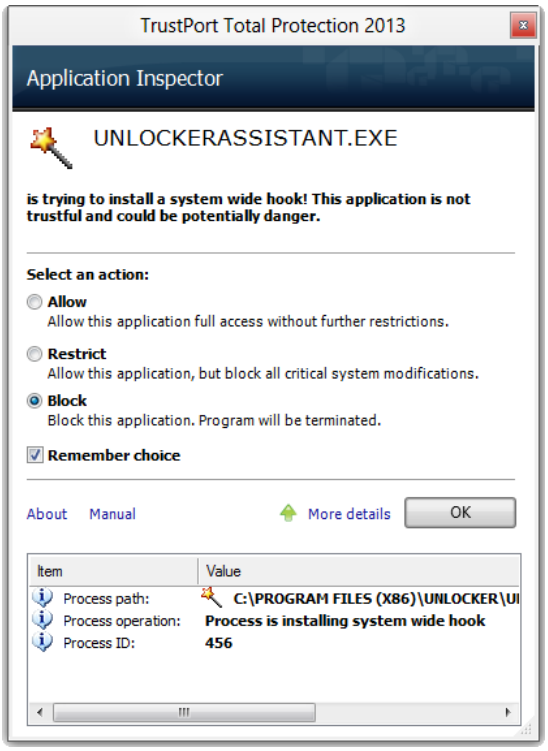
10.1.5 Application Inspector

Using the Application inspector you can manage potentially dangerous behavior of applications and untrusted programs from unverified third-parties that seek to modify the system. Application Inspector is a powerful weapon for the detection of "Zero-day" viruses which antivirus companies have not yet detected, but also for "walking" mutating viruses, which often changes its structure, and also for not updated anti-virus solutions. Modern Malware has become so sophisticated that antivirus programs can no longer only rely on detection methods which are based on file signatures.

By default, the inspector monitors the running of all processes running under user accounts, and after running an untrusted application that tries to modify protected system locations, the user is asked whether the operation should be allowed, restricted or blocked - whilst the application is terminated. If the user checks the **Remember** box with this rule, it will then be added to the list of User rules and the user will not be asked again. If the user does not check this box, the dialogue window will appear again asking the same options.

Descriptions:

- **Allow** – This option allows for the process queried performing all system modifications and the process is not limited in any way. This option is only recommended for applications and processes the user trusts.
- **Restrict –** This option is useful for applications that the user does not know, but needs to run. The application then runs in a restricted mode (sandbox), the inspector shall prohibit applications which want to modify critical system locations listed in the table of **Restricted locations**, but will allow others.
  Useful for example with keygens and other harmful applications.
- **Block –** This option eliminates the entire process and the forthcoming operation. Suitable for unknown applications where the user does not know the origin, or suspects that they may be dangerous.
  Example title of hazardous application: 69W_0S859cc8.exe



An example of system location modification can be the editing of protected registries, running other untrusted processes, an attempt to shut down the computer, obtaining system permission, or shutting down system services and more.

NOTICE: The credibility of the application when asked by Application inspector must be evaluated by the user. After blocking the operation, correct behavior of the application is still not guaranteed! We also recommend avoiding conflicts with programs using a similar technology monitoring system, such as firewalls of other software companies. In this case, we recommend turning Application Inspector off.

List and description of some system locations which Application Inspector protects against modification:

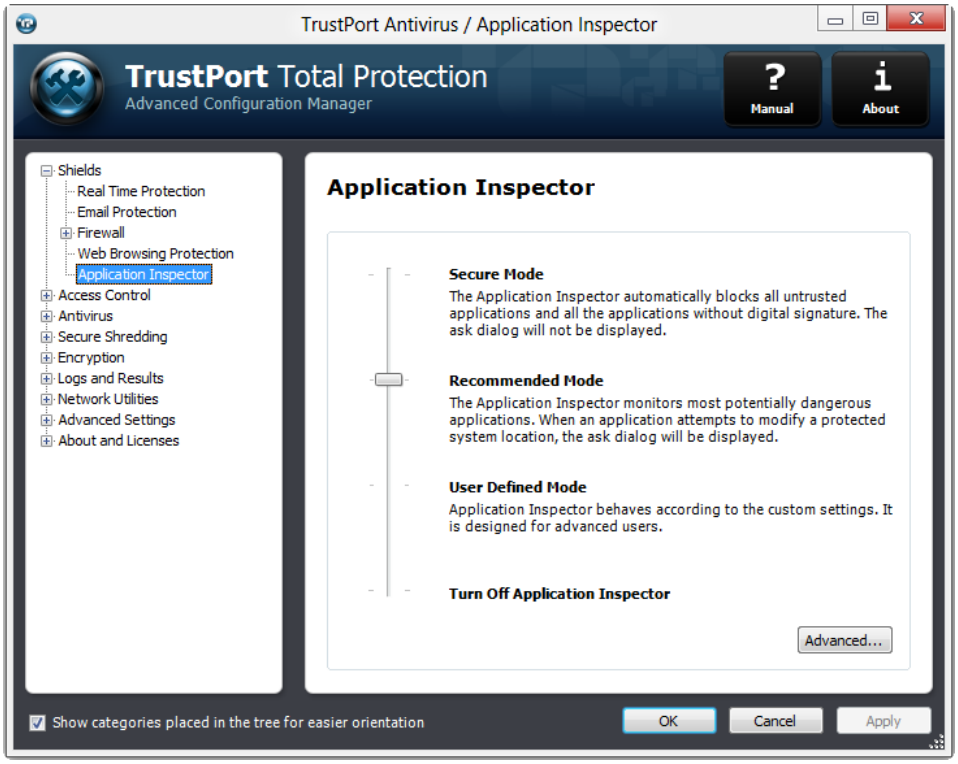
- **Protection of system registers** – Application inspector monitors and records all changes to the registers listed in the table **Protected locations/Registry**. These registers store sensitive information for the running of the system and to maintain system integrity. Most malware begins infecting systems by writing to these registers.
- **File System Protection** – Application inspector monitors whether the untrusted process tries to access files and directories that may contain crucial system information (such as the c:\Windows or C:\Program Files, etc.). This feature protects all important system files that are implicitly included in Windows (*.dll, *.exe, autorun.inf) as well as other software such as Mozilla Firefox, Internet Explorer, etc. All these items are listed in the table **Protected locations/Filesystem**.
- **Protection of processes/threads –** If malware or other untrusted applications will try to access another process/thread other than itself, Application Inspector will evaluate this behavior as considered dangerous and will warn the user that the program can be harmful.
- **Protection of system services –** Application Inspector monitors whether there is any modification/creation/deletion of system services by untrusted processes. Some Trojan viruses are able to remotely connect to a system service, or create its own, by which after rebooting the computer a malicious code is run.
- **Protection of system hooking –** Windows hooking is a feature that allows applications such as media players, programs to extend the keyboard etc., put the executable file (e.g. DDL) into another application. They are also often used by malware to record keystrokes, screen capture or control legitimate applications. Application Inspector monitors system hooking and with potentially dangerous software it can detect this feature as harmful.
- **Protection from switching off the system –** Application Inspector monitors all attempts of illegitimate applications to shut down/restart your computer. Malware or

other malicious program may try to restart as part of the infection, or turn off the computer and insert the malicious code as part of the next reboot. If the user acts in time, the malware will not install correctly on the computer.

Application Inspector may be run in three modes:

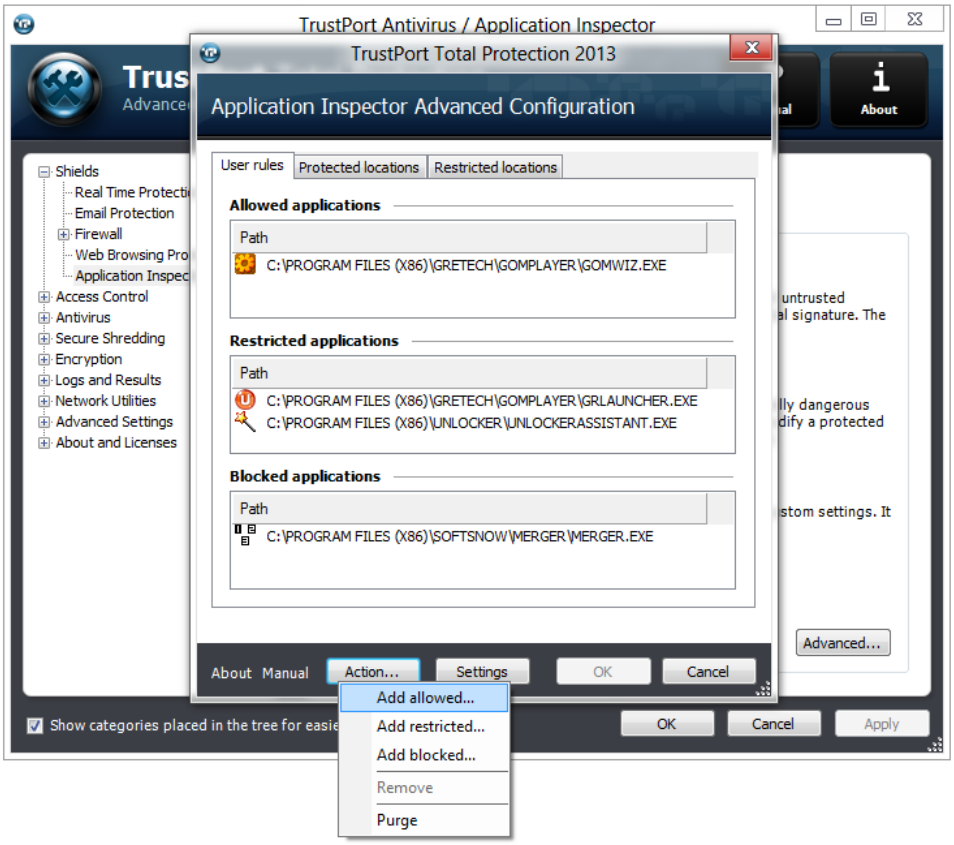
- **Secure Mode** – in this mode the Application Inspector will automatically block all untrusted and unsigned applications without user intervention. Notice will only be displayed on the desktop, that the process was blocked.
- **Recommended Mode** – in this mode, the Inspector monitors the behavior of potentially dangerous applications (all files less than 768Kb*), and if an attempt is made to intervene with protected system locations, a dialog asking the user for further action will appear (see figure above).

  **At the moment 95% of all detected viruses are in files less than 768kB. Implicitly set barrier by TrustPort.*
- **User Defined Mode** – this mode allows the user to customize the behavior of Application Inspector. This is done using the **Advanced** button. This option is recommended only for advanced users. By default, the Recommended mode is active.
- **Turn off Application Inspector** – Application Inspector will be temporarily disabled and potentially dangerous applications will not be monitored.


TrustPort Antivirus / Application Inspector
TrustPort Total Protection
Advanced Configuration Manager
Manual
About
Shields
Real Time Protection
Email Protection
Firewall
Web Browsing Protection
Application Inspector
Access Control
Antivirus
Secure Shredding
Encryption
Logs and Results
Network Utilities
Advanced Settings
About and Licenses
Application Inspector
Secure Mode
The Application Inspector automatically blocks all untrusted applications and all the applications without digital signature. The ask dialog will not be displayed.
Recommended Mode
The Application Inspector monitors most potentially dangerous applications. When an application attempts to modify a protected system location, the ask dialog will be displayed.
User Defined Mode
Application Inspector behaves according to the custom settings. It is designed for advanced users.
Turn Off Application Inspector
Advanced...
Show categories placed in the tree for easier orientation
OK
Cancel
Apply

After clicking the **Advanced** button, the advanced configuration dialog box of Application Inspector will appear.

In the **User Rules** tab, a list of rules for all applications that have been blocked, restricted or allowed based on user selection (Recommended Mode) are displayed. This list can be edited through the items in the **Action** menu. You can add to the list manually, through the **Add allowed** / **restricted** / **blocked** items. You can delete an item from the list of items by clicking on **Remove**. Remove inactive entries from the list (for example, already uninstalled applications) can be done by selecting **Purge**.

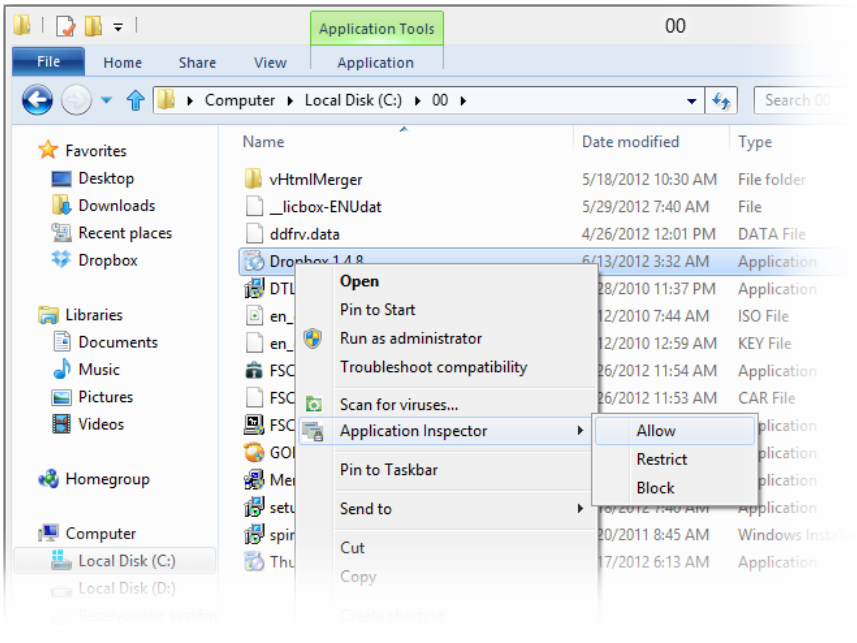


Allowed applications – List of all applications where Application Inspector protection will not be applied.

Restricted applications – List of all applications that are always running in restricted mode. It is type sandboxing when the application is running, but modifications of critical system locations are prohibited. These locations are stored in the table **Restricted locations,** where you can edit them as needed.

Blocked applications – List of all applications that are blocked by the Application Inspector and thus will not run at all.

Context Menu – The application can be assigned to each individual location also by right-clicking in Windows Explorer.



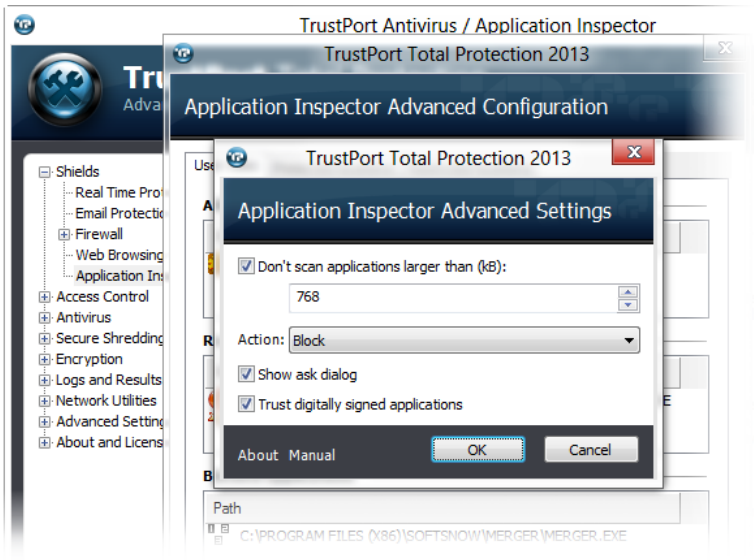
Clicking on the Settings button opens the advanced settings dialog.

Don't scan applications larger than – Applications that will have a larger size (in kilobytes) than the value set here, will not be scanned by Application Inspector. This is an optimization function because of the high false-positive alarms for legitimate applications.

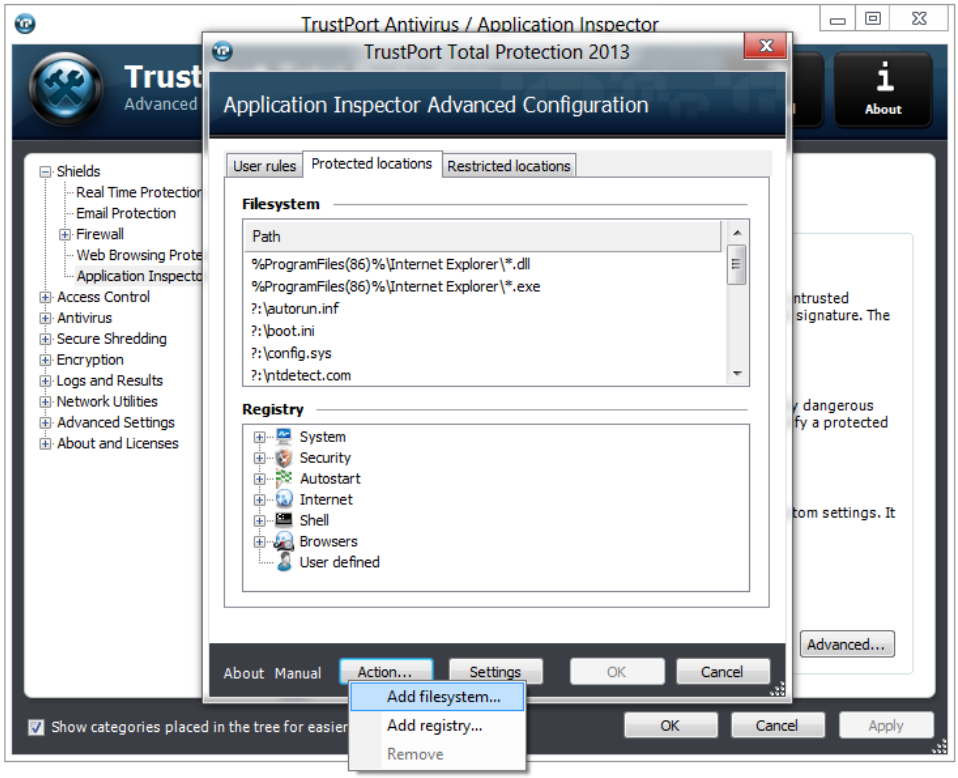
Action – The default settings for pop-up windows.

Show ask dialog – Automatic mode. If the ask dialog is disabled, Application Inspector will automatically behave to all new applications that it detects as dangerous according to the **Action** settings. The ask dialog will not be displayed.

Trust digitally signed applications – Digital signature of applications is confirmation of the software author and a guarantee that the code was not changed or damaged. All processes are then signed by trusted certification authorities approved by Microsoft. Application Inspector implicitly trusts these processes and skips their monitoring.



The **Protected locations** tab displays a list of protected system and registry locations. This list can be updated with new items using the items in the Action menu, or records can be deleted from the list by choosing Remove from the Action menu.



Filesystem – A list of all files and directories that are protected. Use the **Add filesystem** button to add another protected location. You can choose from already running application, or from any file stored on disk. By **Right-clicking** you can duplicate the value and add it to restricted locations. Example of a protected file location:

Classical:
c:\Program Files (x86)\Adobe\Reader 9.0\Reader\AcroRd32.exe

Wildcard:
*c:\Documents and Settings\Administrator**
(protects all files and subdirectories in the „Administrator", write format „.bat" is also valid)*

System variables:
c:\%windir%\system32.exe*
(all exe files in the directory c:\Windows\system32 are filtered)

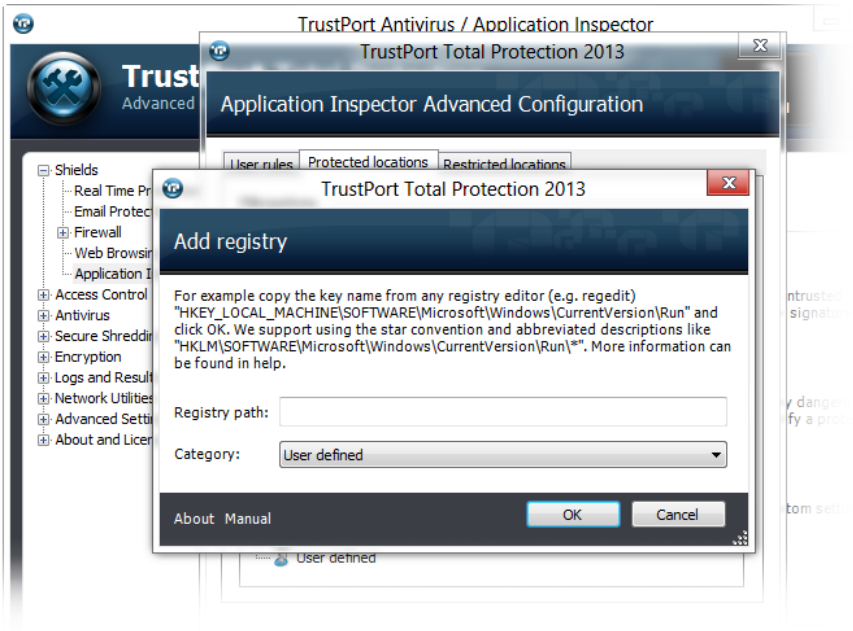
Registry – A list of all registry values protected by Application Inspector. All registry branches are saved for better visibility into different categories like System, Safety, Autostart, Internet, Shell, Browsers and User-defined. **Right-clicking** the value can duplicate it and add it to restricted locations. After clicking the **Add registry** button, you can insert your own branch to registry and you can also choose a category to which it is assigned. Formats of supported key names:

Classical:
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
(the entire branch „\run" will be filtered, including all the strings)

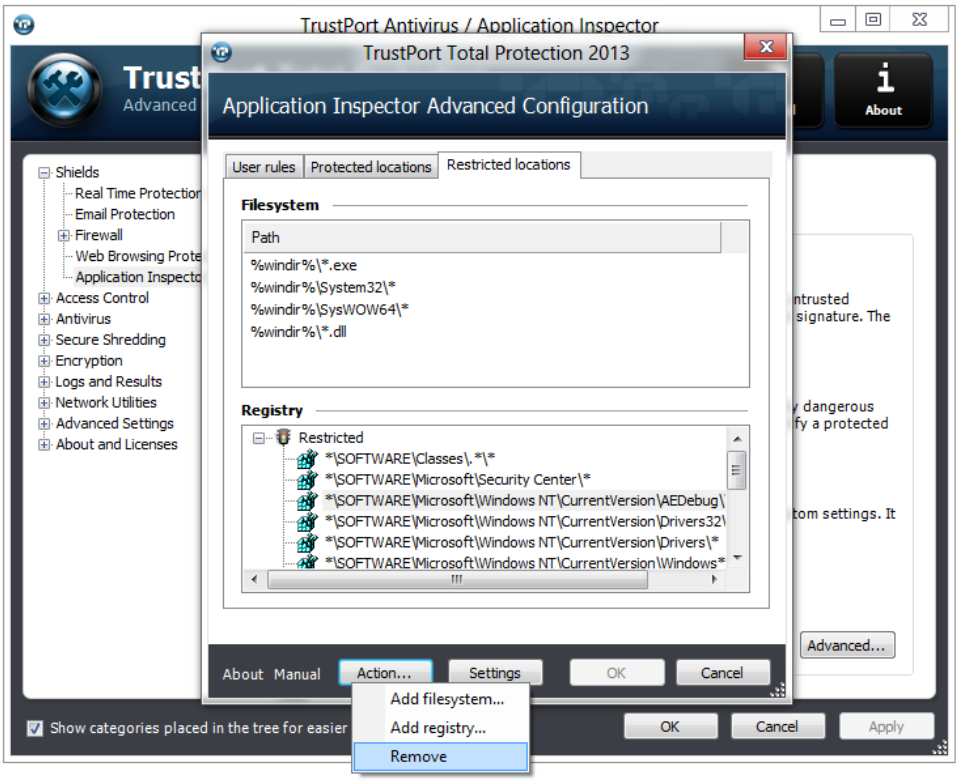
Simplified entry:
HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
(a shortened entry of registry branches „hives" HKCR, HKCU, HKLM, HKU, HKCC, HKPD)

Wildcard:
**\SOFTWARE\Microsoft\Windows\CurrentVersion\Run*
(all the branches such as HKLM, HKCU, HKCR, will be filtered)

Protection of selected string:
HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run\\icq
(With symbol „\\" only one string is selected, not the entire branch. In this example only the string "icq" in branch „run" will be filtered)

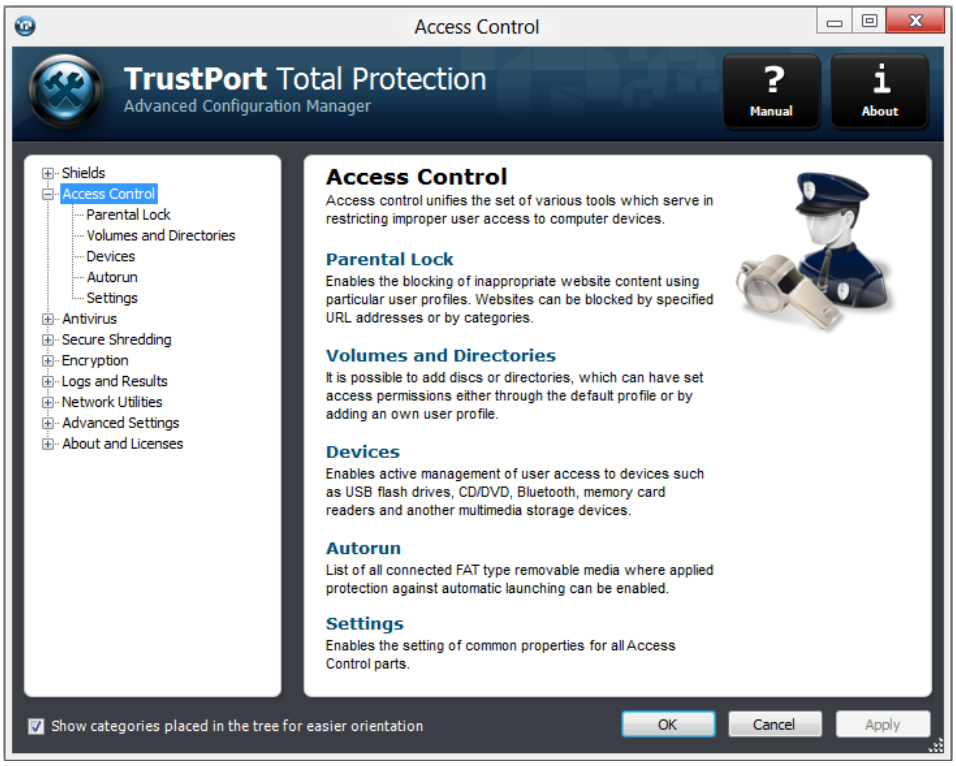

TrustPort Antivirus / Application Inspector
TrustPort Total Protection 2013
Application Inspector Advanced Configuration
User rules
Protected locations
Restricted locations
TrustPort Total Protection 2013
Add registry
For example copy the key name from any registry editor (e.g. regedit) "HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run" and click OK. We support using the star convention and abbreviated descriptions like "HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run*". More information can be found in help.
Registry path:
Category:
User defined
About
Manual
OK
Cancel

The tab **Restricted locations** displays a list of restricted system and locations and registry locations. Process, which will be in the **Restricted applications** list and will try to access location specified in this list, the operation will then be **restricted**, but the process itself will run anyways. **These applications will run in restricted mode.** It is like a type of **sandbox** security mechanism, when the user is allowed to edit the location of that process, during its running which would otherwise be rejected. This list can be updated with new items using the items in the Action menu, or records can be deleted from the list by choosing Remove from the Action menu.



10.2 Access Control

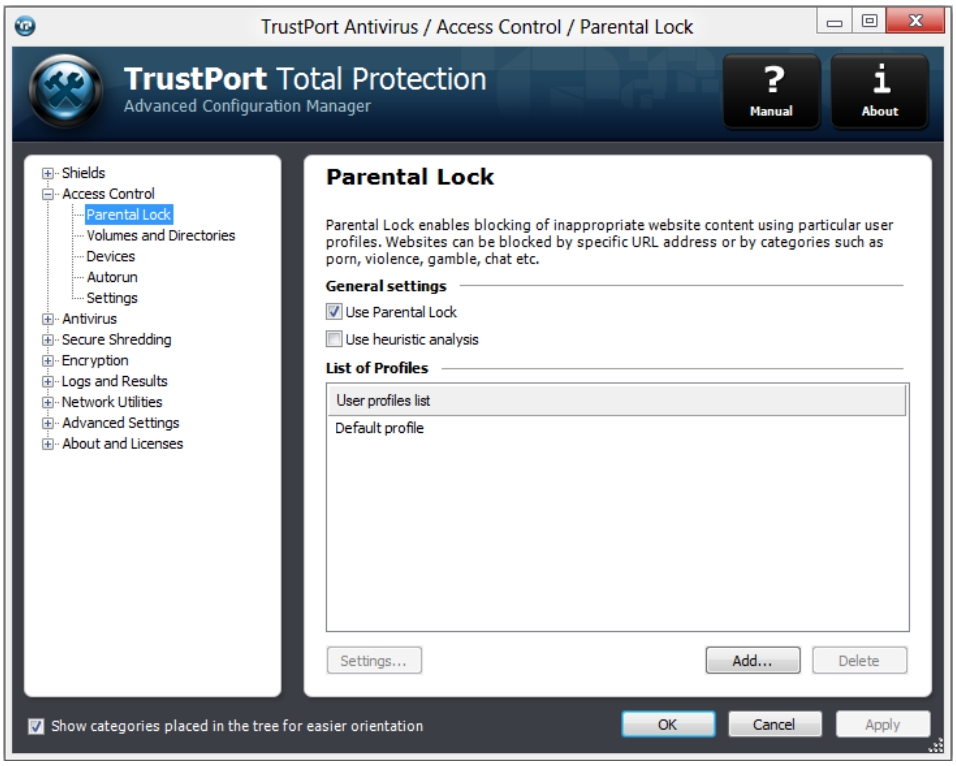
Access Control is used to set user permissions to access removable devices, folders and files and as well as blocking inappropriate internet website content. These settings can be protected by a password.


Access Control
TrustPort Total Protection
Advanced Configuration Manager
Manual
About
Shields
Access Control
Parental Lock
Volumes and Directories
Devices
Autorun
Settings
Antivirus
Secure Shredding
Encryption
Logs and Results
Network Utilities
Advanced Settings
About and Licenses
Access Control
Access control unifies the set of various tools which serve in restricting improper user access to computer devices.
Parental Lock
Enables the blocking of inappropriate website content using particular user profiles. Websites can be blocked by specified URL addresses or by categories.
Volumes and Directories
It is possible to add discs or directories, which can have set access permissions either through the default profile or by adding an own user profile.
Devices
Enables active management of user access to devices such as USB flash drives, CD/DVD, Bluetooth, memory card readers and another multimedia storage devices.
Autorun
List of all connected FAT type removable media where applied protection against automatic launching can be enabled.
Settings
Enables the setting of common properties for all Access Control parts.
Show categories placed in the tree for easier orientation
OK
Cancel
Apply

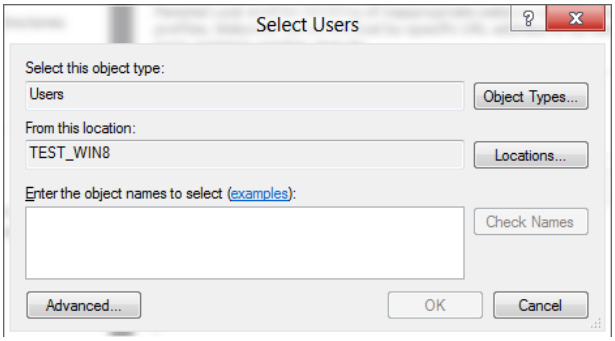
10.2.1 Parental lock

Parental Lock's function is to block children's access to inappropriate web content. However it allows pages that are appropriate for the child and basically prohibits those that could have an adverse effect. TrustPort Antivirus can be set to filter either on the base of a preset database of inappropriate Web sites, or you can create a specific list of URLs of sites to block.

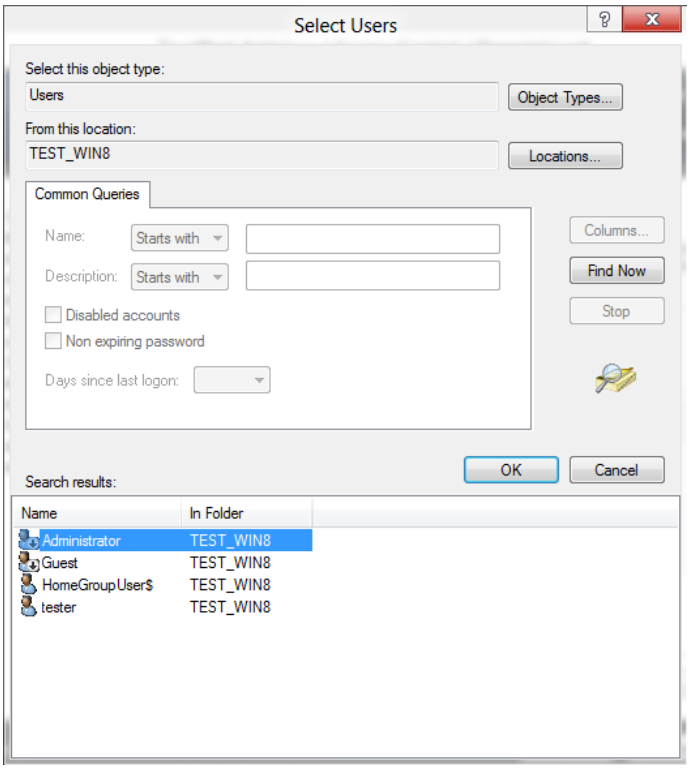
With **Use Parental Lock** button, the Parental Lock and all its functionality is either enabled or disabled. Using the **heuristic method**, TrustPort Antivirus seeks to classify the site according to forbidden words. This method is slower, and we recommend that you set it, unless you are using filtering by category.



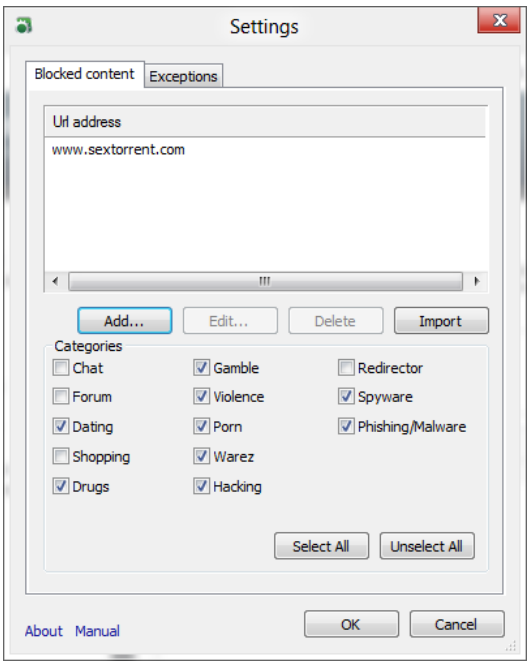
The **Add** button acts to add a new user. According to pre-set values choose the **Object name** and **Locations**, in the select field **Enter the object names to select** that you want to find (such as Computer _1, User_1...). In the link "Examples" a hint is hidden with several useable syntaxes for correct filling in of the field. If there is no user profile created, TrustPort Antivirus works from the settings from "the default profile." These settings are inherited by all other developed profiles. User profiles may be added only to existing users.

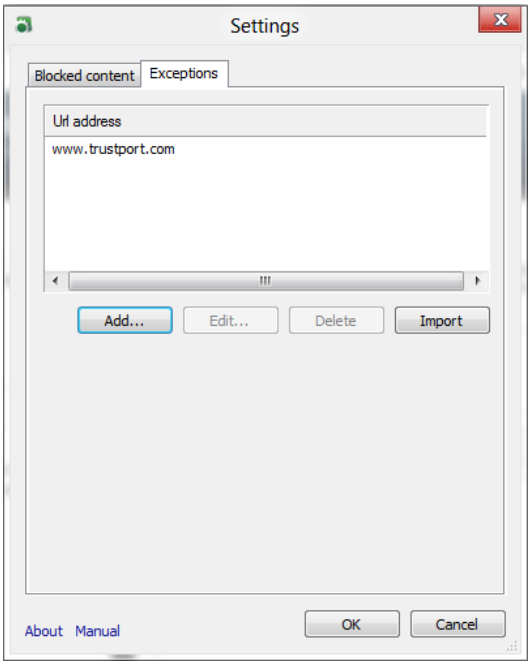


Bookmark **Advanced** is increased by field **Common queries**. This field is activated when the computer is in the domain and set in the way of filtering users from searching. Clicking on **Find Now** automatically lists for the given folder and set list all the potential users for the creation of profiles.



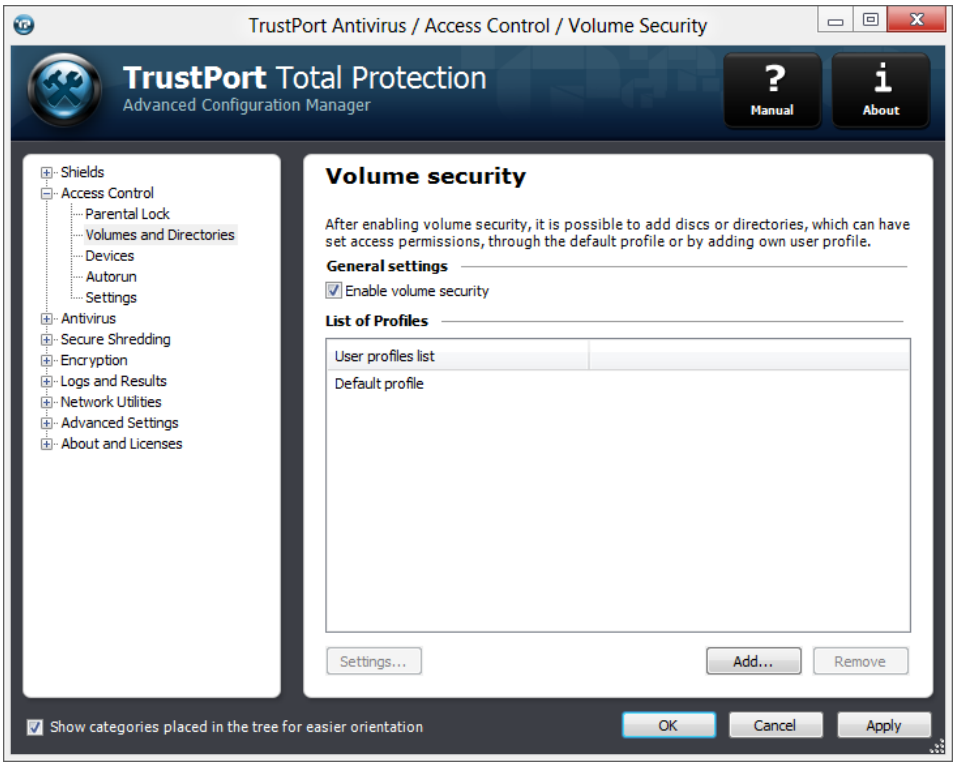
Profiles in the list can be edited with the **Settings** button. In this window you can choose the categories you want to block from the children, or specific URL's whose access will be denied. An example of an URL may be www.sex.com, http://sex.com. However we recommend using the star convention *sex.com, or *sex*, because of the relative links to these pages. In the **Exceptions** tab, then define the URLs that TrustPort Antivirus will ignore in the setting of blocked content. «





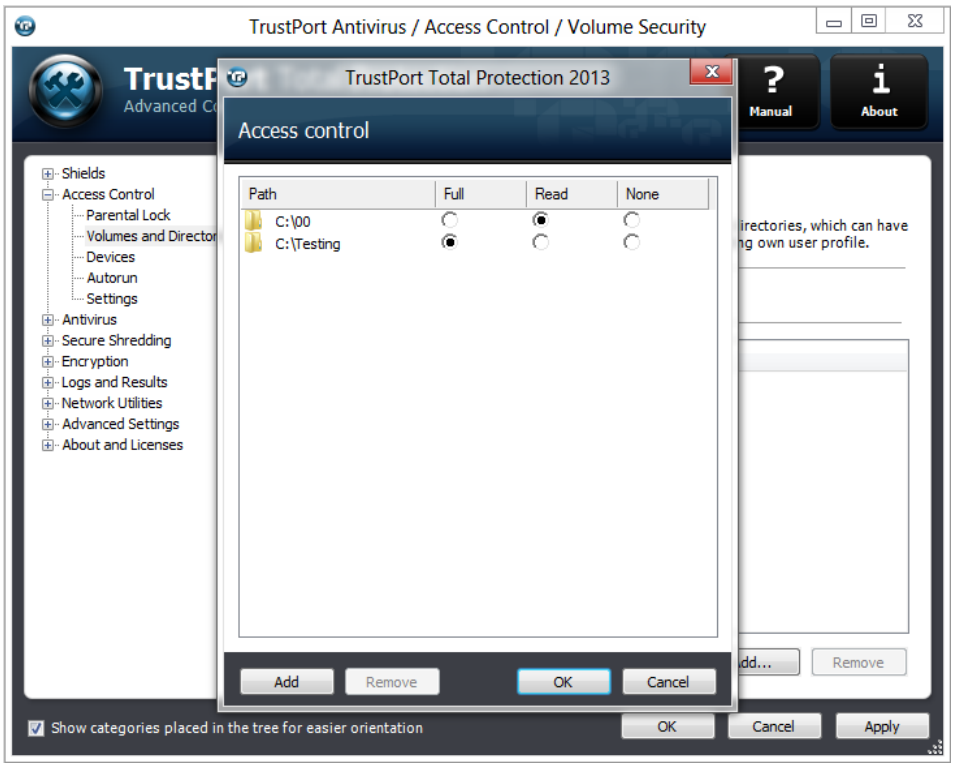
10.2.2 Volume Security

The Volume Security tab is used to set access permissions to selected directories or discs. Volume security protection is activated by checking the checkbox **Enable volume security**.



Afterwards it is possible to start managing the permissions setting personally. This can be done through user profiles. By default, the Default profile is present, other profiles can be defined using the **Add** button. The process of adding new profile is similar as in case of **Parental Lock**.

By selecting the required profile and clicking on the **Settings** button, access rights to selected directories can be defined. At first, the directory or disc which should have protection applied is selected using the **Add** button in the Access Control dialog.



Then, by choosing the particular button, it can be defined whether the user should have full access to the directory, including writing, or whether the content of the directory should be displayed without changes permitted, or the user can be denied complete access to the selected directory. System paths

and directories such as Program Files, Windows, root and others are denied because of possible instability to the system. «

10.2.3 Device Security

Device Security offers the option to allow or block user access to USB device, CD/DVD, Bluetooth, Smart cards, iPod, FireWire, memory card readers and other media storage device.

This protection is activated by selecting **Use rules**. Then you need to set each device that you wish to block.

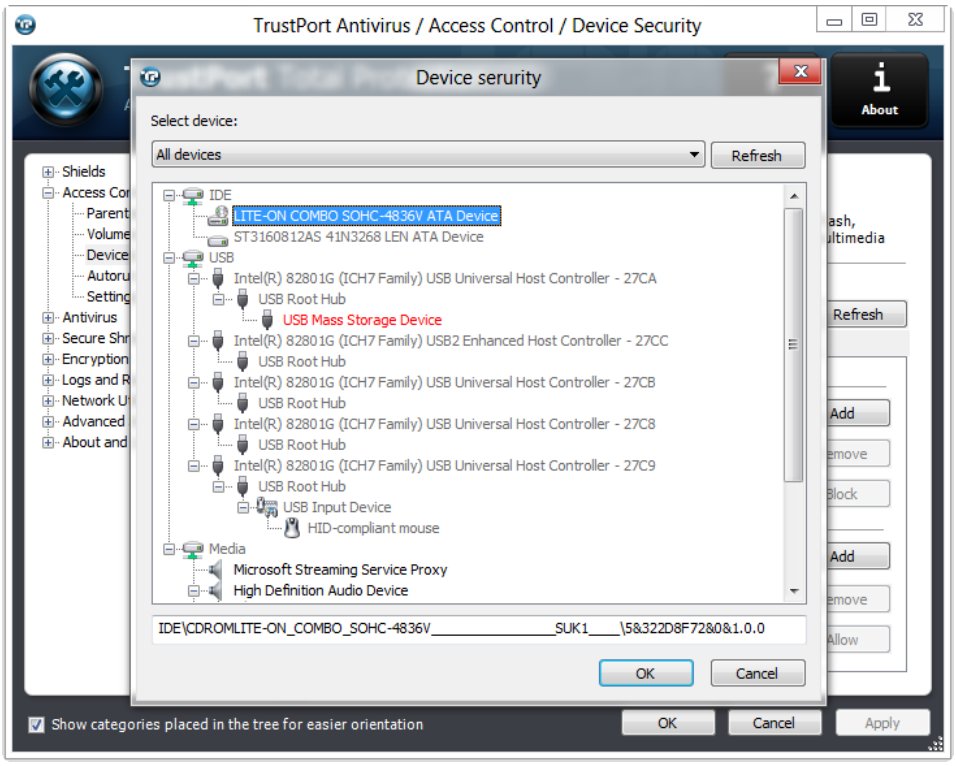
Specific device can be adjusted in the Categories tab, or you can also make adjustments in terms of Connectivity ports. By default, all devices are allowed and thus the protection is not active. This can be changed using the drop-down menu for each item, in which the user can choose from the following options:

- **Block** - if the protection for a particular device is set to Block, this device after connecting to the system is blocked without user intervention, and by default a message is shown on the desktop.
- **Allow** – if the Allow option is selected, protection for this particular device will not be active.
- **Ask user** - when inserting a particular device, a dialog with a choice of actions will be displayed. In the case of the device being blocked, by default it will also be displayed as a message on the desktop. If the Remember box was left selected, this device is then added to the list of either blocked or allowed devices where you can further modify the settings for blocking the device.

In the event that the computer is turned off and a USB device is inserted for which a rule is not yet defined, device protection for it will not be applied.

From the list of allowed or blocked devices, a device may be deleted using the button **Remove**. From the list of blocked devices, a device may be moved to the list of allowed with the **Allow** button, which will connect the device to the system. Conversely, from the list of allowed, devices can be moved to the list of blocked by using the **Block** button.

Manually adding a device to the list of allowed or blocked devices is done by clicking the **Add** button in the appropriate category. From the list, select the type of device required to be administered, and by clicking OK it is added to either blocked or allowed devices. Devices marked in gray cannot be managed by Device Security.



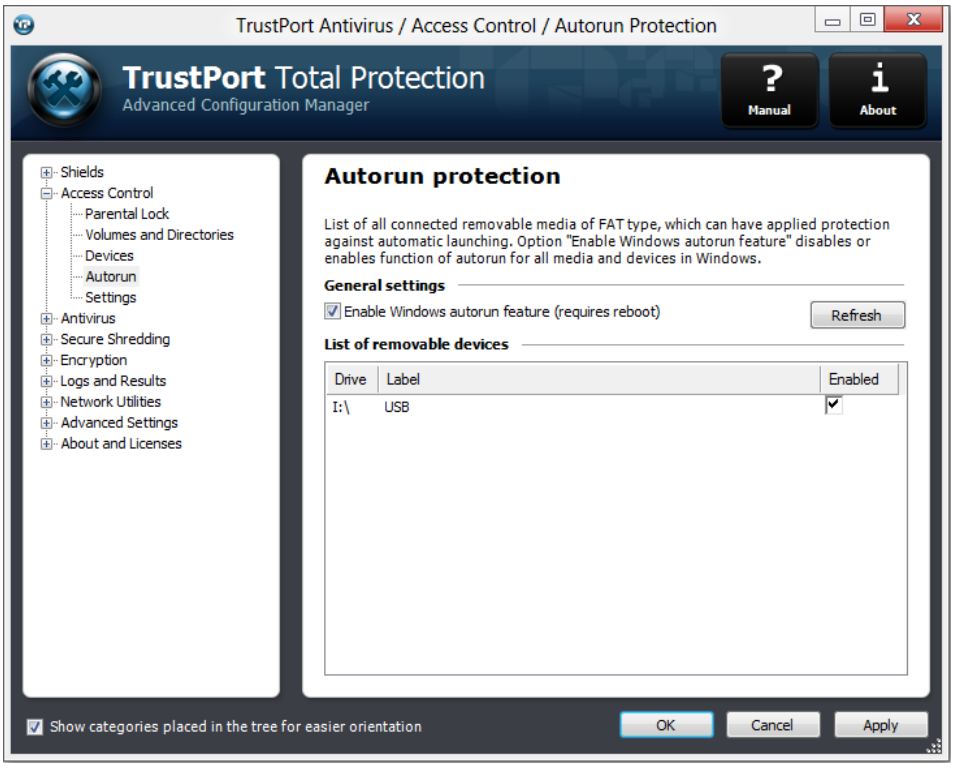
If the user wishes to be alerted whenever the device is blocked in the system, he can set this option in the top of the window by selecting the **Show notification for blocked devices.** Otherwise, notification will only appear the first time the device is inserted into the system.

A list of all the devices for which Device Security can be applied can be updated with the **Refresh** button. «

10.2.4 Autorun Protection

Page Autorun Protection enables or disables protection against the automatic launching of removable media.

All currently connected FAT type removable media are automatically added to the Autorun protection list, which can be updated with the **Refresh** button. Enabling or disabling the protection can be done in the media using the checkbox **Enabled** column. After enabling the protection, the autorun.inf file is blocked in the removable media and cannot be used to read or write until the Autorun protection is disabled again.

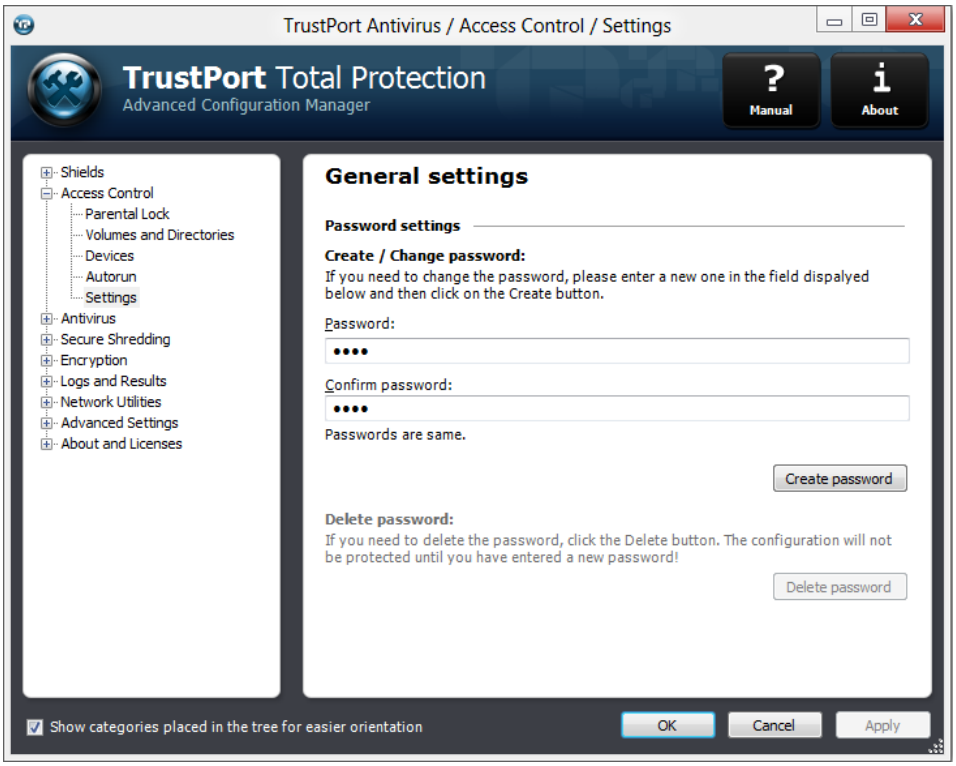


In order for the device protection settings on current computers to function properly, the Windows autorun function has to be enabled, which can be done using checkbox **Enable Windows autorun feature** in the upper part of the window. Reboot is required afterwards. «

10.2.5 Password Settings

The Settings tab allows users to set password to restrict access to configuration of Access Control items, i.e. Parental Lock, Devices, Volumes and Directories and Settings.

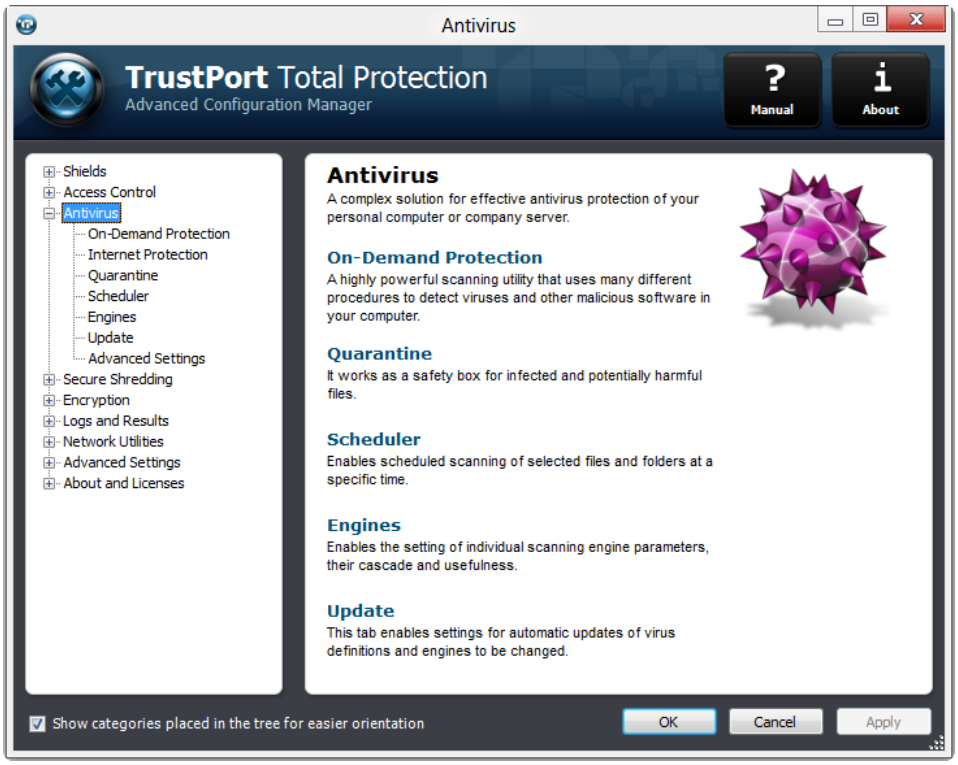
The password is entered twice for verification; it has to be confirmed with the **Create password** button.



Modification of password has to be confirmed with the **Change password** button. A current password can be deleted easily by clicking on the **Delete password** button. «

10.3 Antivirus

This category enables the configuration of other antivirus options such as on-demand protection settings, scheduled scanning of files and directories, quarantine settings, scanning engine configurations and update services.



10.3.1 On-Demand Scanner

On this page you can set options for the On-Demand Scanner.

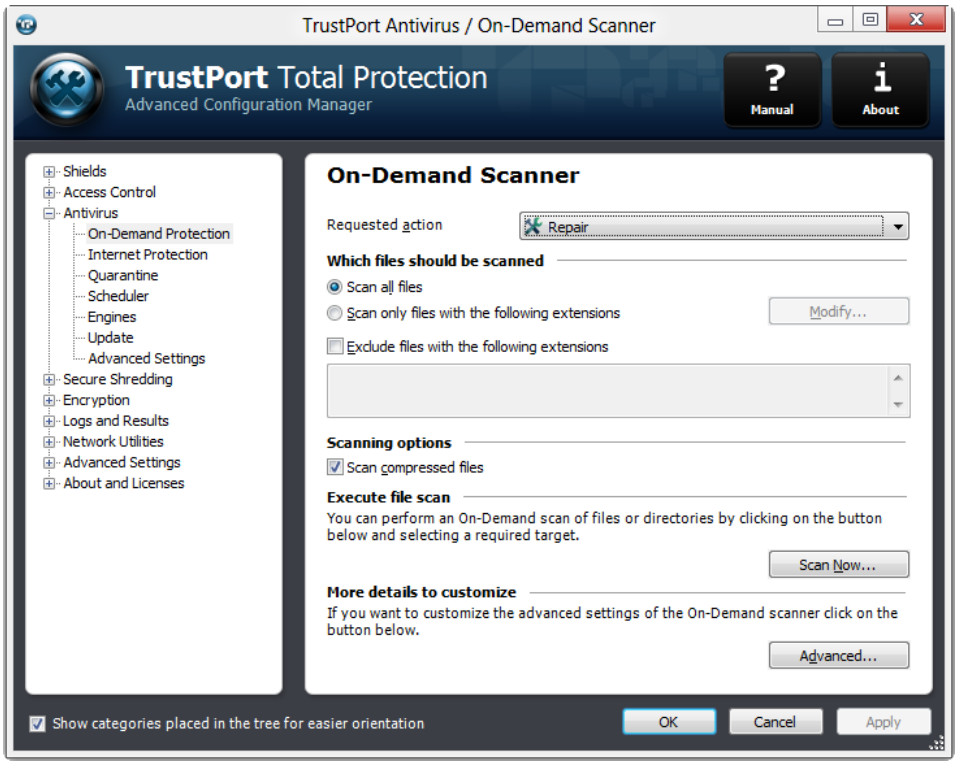
In the **Requested action** setting you can select the software action after finding a malicious code. These possibilities are available:

- **Report only** - the user is informed about finding an infection by a dialog window and the notice is also displayed in the final report. No other action is performed.
- **Ask user** - in case of detecting an infection there will be a possibility to decide which action the antivirus program shall perform. There are the same options as in case of finding an infection (do nothing, repair, rename, move to quarantine or delete).
- **Repair** - the antivirus software tries to restore the infected objects if possible. If not, it will automatically rename it, move it to the quarantine or delete it (in this order).
- **Rename** - the infected file is left on its place, but its extension is changed to an extension that is not associated with any activity in the system.
- **Move to quarantine** - the infected file is "quarantined" - moved to a directory controlled by the antivirus software, where it cannot do any harm. It is possible to treat the infected file safely in the quarantine: restore it, delete it etc.
- **Delete** - the file containing a malicious code (or a file that is a malicious code itself) will be deleted.

If you select an action that cannot be performed for any reason, the On-Access Scanner takes the following one, according to these priorities: Report only, Repair, Rename, Move to quarantine, Delete. Option Repair is set by default.

Warning:

The user action setting is not relevant to scanning mailboxes. The **Repair** action is always performed as the first one. If repairing cannot be performed then the **Report only** action is chosen.



Scan files:

- **Scan all files** - scanning all files without difference in format or type.
- **Scan only files with the following extensions** - antivirus software will scan only files with specified extensions. The predefined list contains dangerous extensions, we recommend modifying it to experienced users only!
- **Exclude files with following extensions** - antivirus software will not scan files with extensions that you select. We recommend this option to use to experienced users only!

Scanning options:

- **Scan compressed files (zip, arj, cab...)** - archive files, i.e. their contents, are scanned (searched for malicious codes). This option slows the scanning down, but on the other hand increases the computer protection.

In the bottom right section there is a button **Scan Now**.... After the button has been pressed, a context menu will appear from which it is possible to start the scanning of all disks, or it also possible to choose a specific target (file, directory, disk) which you wish to scan. Selecting the item from the context menu enables the on demand scanner to scan with the required parameters.

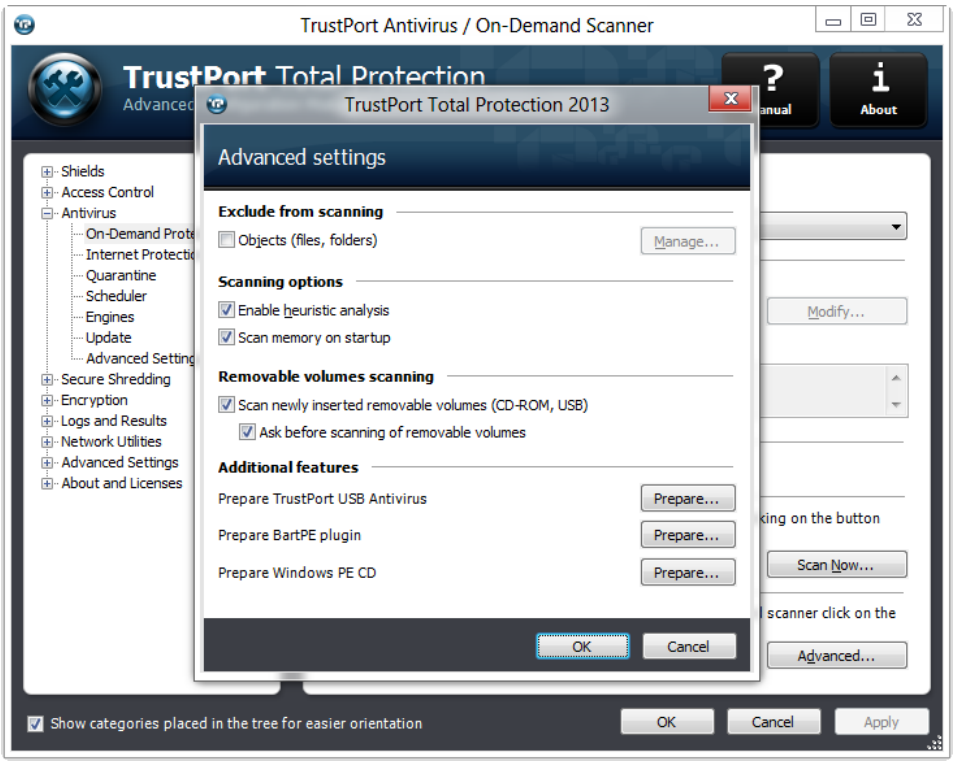
After clicking the **Advanced** button the following options will appear:

Exclude from scanning:

- **Objects (files, folders)** - You can select this option if you want to exclude some objects from scanning. By pressing Manage you can set these objects. We recommend this option to use to experienced users only!

Scanning options:

- **Enable heuristic analysis** - antivirus software will not only scan objects for known viruses, but it will also try to identify unknown malicious codes (suspicious routines, suspicious features etc.) By the help of heuristics, program can reveal new or unknown viruses. This option slows the scanning down, but on the other hand increases the computer protection.
- **Scan memory on startup** – enables scanning of memory when the on-demand scanner is launched (time-consuming).



Removable volumes scanning:

- **Scan newly inserted removable volumes (CD-ROM, USB)** - antivirus program will begin to scan removable media (USB, CD-ROM) automatically after being inserted into the computer.
- **Ask before scanning of removable volumes** - after insertion of removable media, the antivirus will firstly ask whether it should scan it.

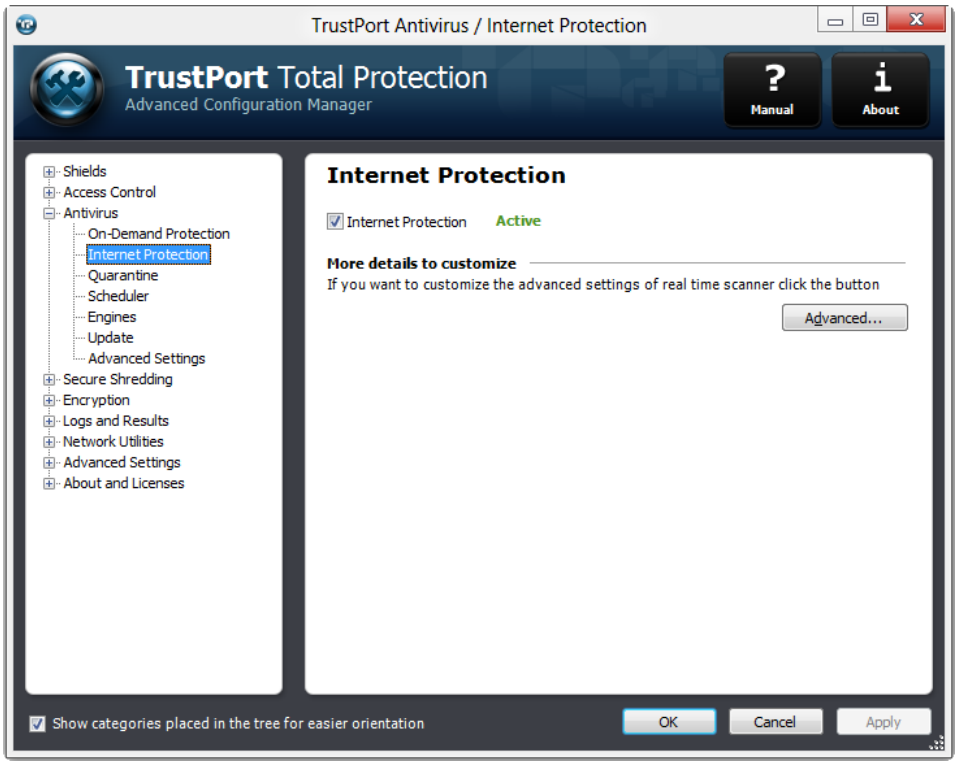
Additional features:

- **Prepare the BartPE plugin** - use this button to create a BartPE disk plugin.
- **Prepare TrustPort USB Antivirus** - This button shows a list of attached USB devices where a USB Antivirus **can be installed.**
- **Prepare Windows PE CD** - By using this button it is possible to create a boot ISO image that contains the Windows PE system and TrustPort Antivirus plugin. To create a Windows PE image, it is necessary to have an installed set of Windows® tools and documentation called the Automated Installation Kit (AIK). With this tool users can create images of the Windows PE system, migrate user profiles etc. The finished ISO image can be burned on to a CD, USB or other removable media and then the computer can be booted from it.

  Windows Automated Kit for Windows XP SP2, Windows Vista and Windows server 2003:
  http://www.microsoft.com/downloads/en/details.aspx?FamilyID=c7d4bc6d-15f3-4284-9123-679830d629f2
  Windows Automated Kit for Windows 7 and Windows server 2008:
  http://www.microsoft.com/downloads/en/details.aspx?FamilyID=696DD665-9F76-4177-A811-39C26D3B3B34

10.3.2 Internet protection

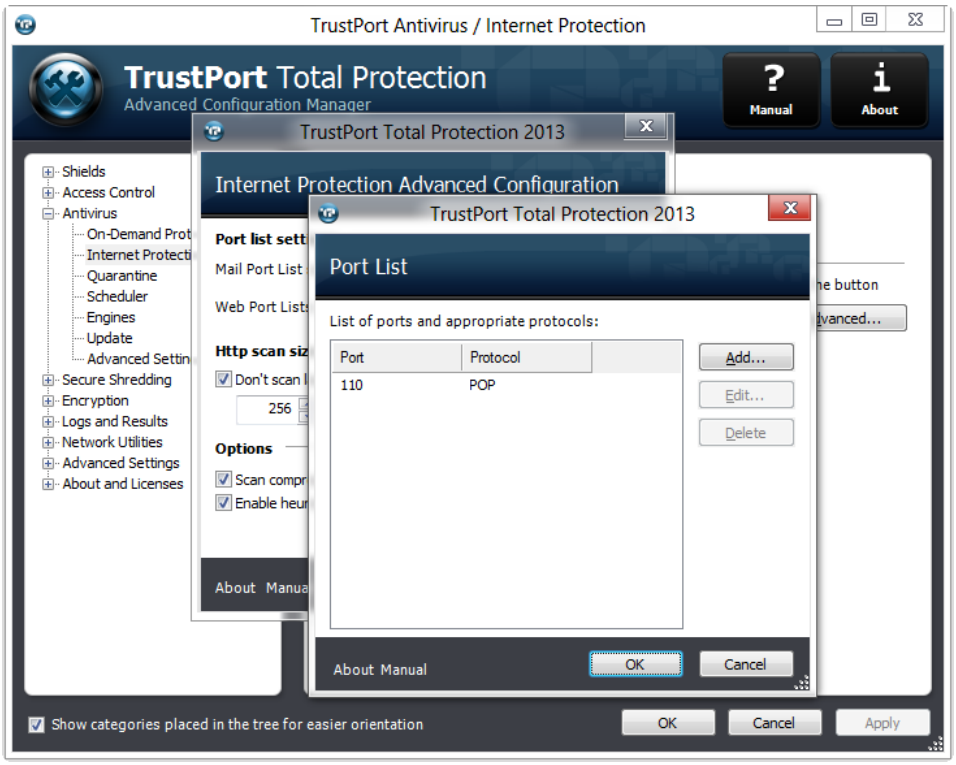
Internet Scanner protects your computer from attack by viruses and other malicious code from Web environment. From this page you can **enable/disable** Internet Protection and modify additional settings of Internet protection using the **Advanced** button.



Advanced settings

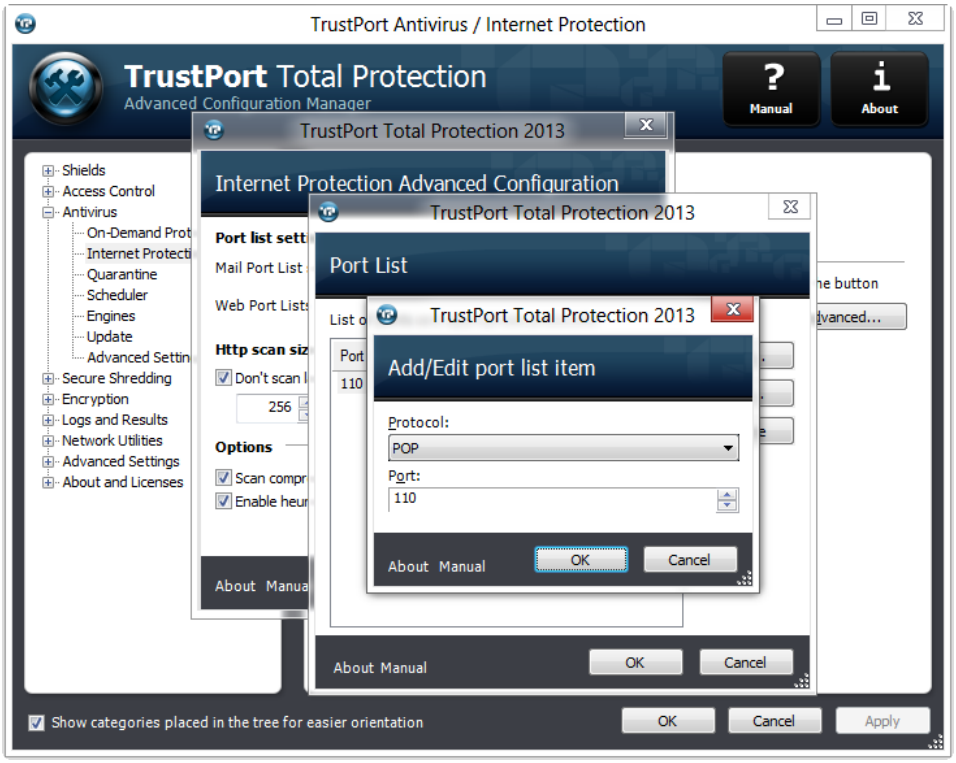
Port list

You can edit a list of ports which you want to be scanned, separately for email and web communication. By clicking on the appropriate button you can display the list of ports.



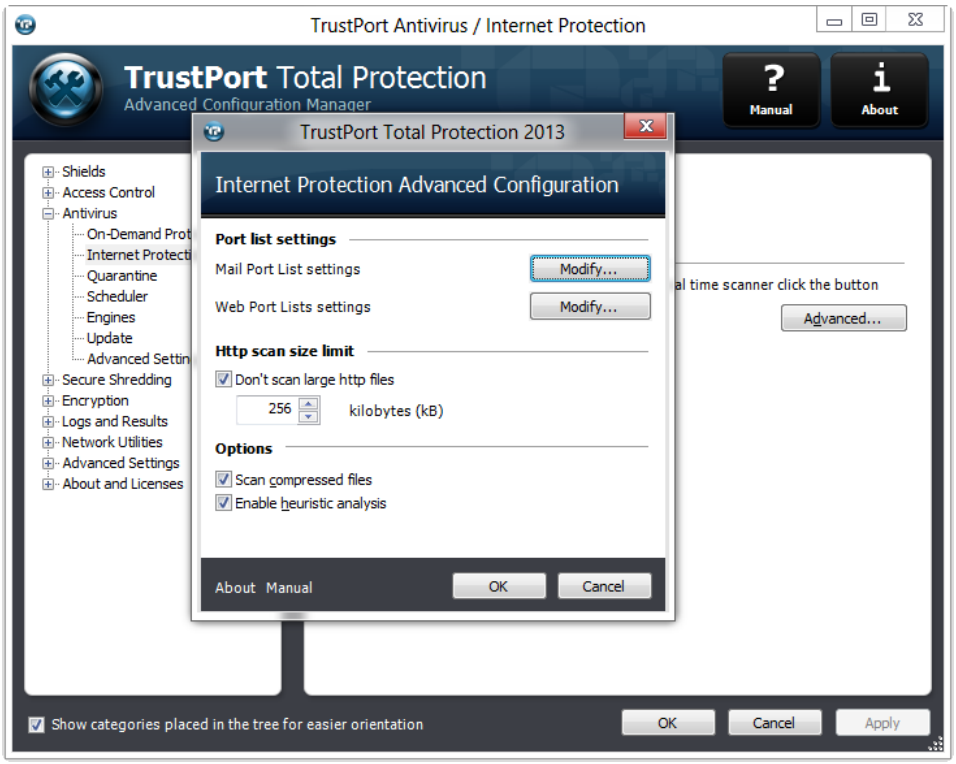
On the left side of the window there is a list of ports and protocols that are going to be checked. On the right side there are three buttons which serve for managing the list. By clicking on the **Add** button you

can add a new item to the list. If you click on the **Edit** button you can change a desired protocol or number of a port. By clicking on the **Delete** button you will delete a selected item.



HTTP scan size limit

It is made for setting up the maximum size of files which will be scanned by the antivirus program. Maximal possible size of scanned file is 262144kB i.e. 256MB. It accelerates a work with browser along operating with video, music, viewing pictures etc.



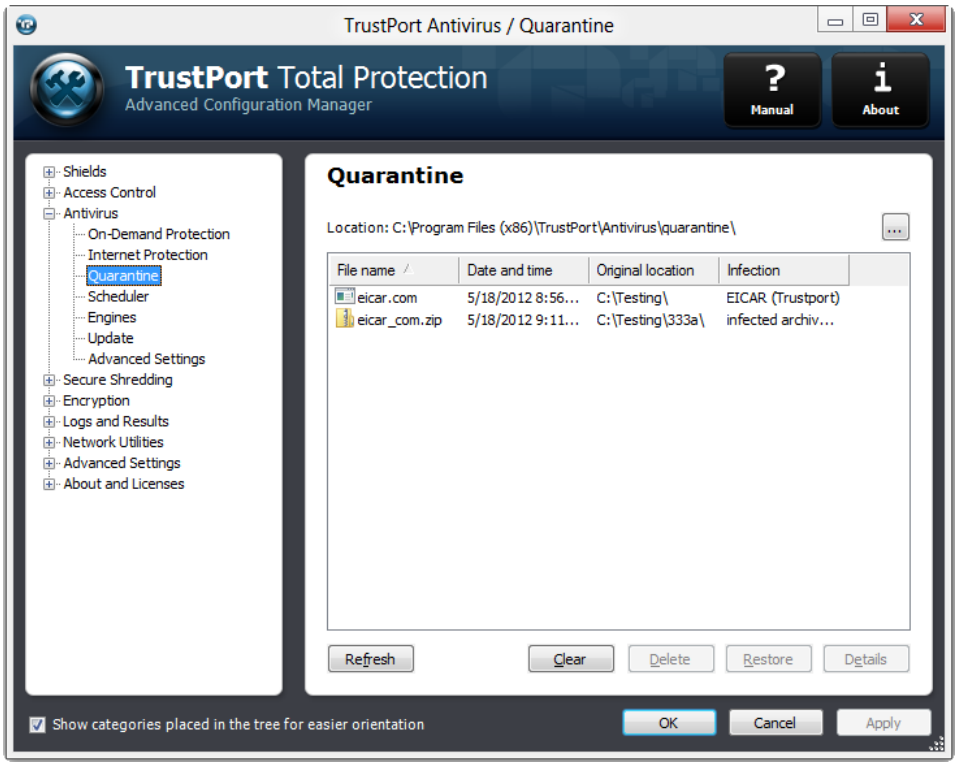
Scanning options

- **Scan compressed files (zip, arj, cab...)** - archive files, i.e. their contents, are scanned (searched for malicious codes). This option slows the scanning down, but on the other hand increases the computer protection.
- **Enable heuristic analysis** - antivirus software will not only scan objects for known viruses, but it will also try to identify unknown malicious codes (suspicious routines, suspicious features etc.) By the help of heuristics, program can reveal new or unknown viruses. This option slows the scanning down, but on the other hand increases the computer protection. «

10.3.3 Quarantine

If an infected or suspicious object is moved to the Quarantine (which can be determined in the setting of the **On-Access Scanner** or **On-Demand Scanner**), you can find this object on this tab. Quarantined objects are stored in a special format and therefore do not represent any danger for the computer.

Implicitly, the Quarantine content is not loaded immediately after the software launching. It is necessary to use the **Refresh** button to load its content. This behaviour has been changed because of the situation when the quarantine contains many files.

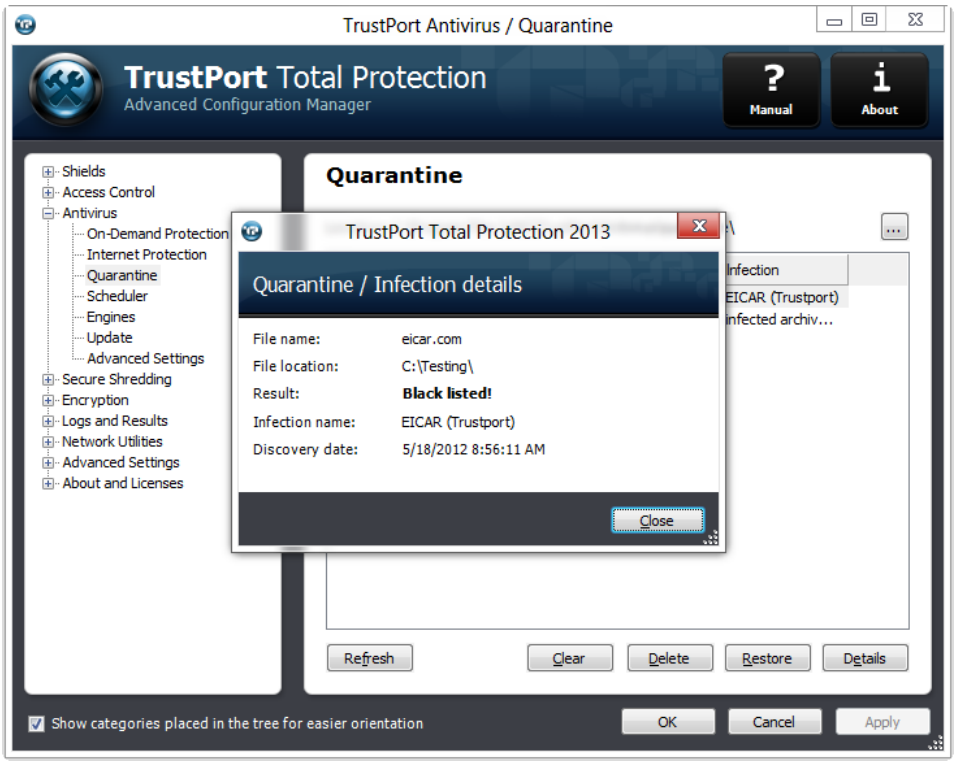


This information about infected files stored in the Quarantine is displayed:

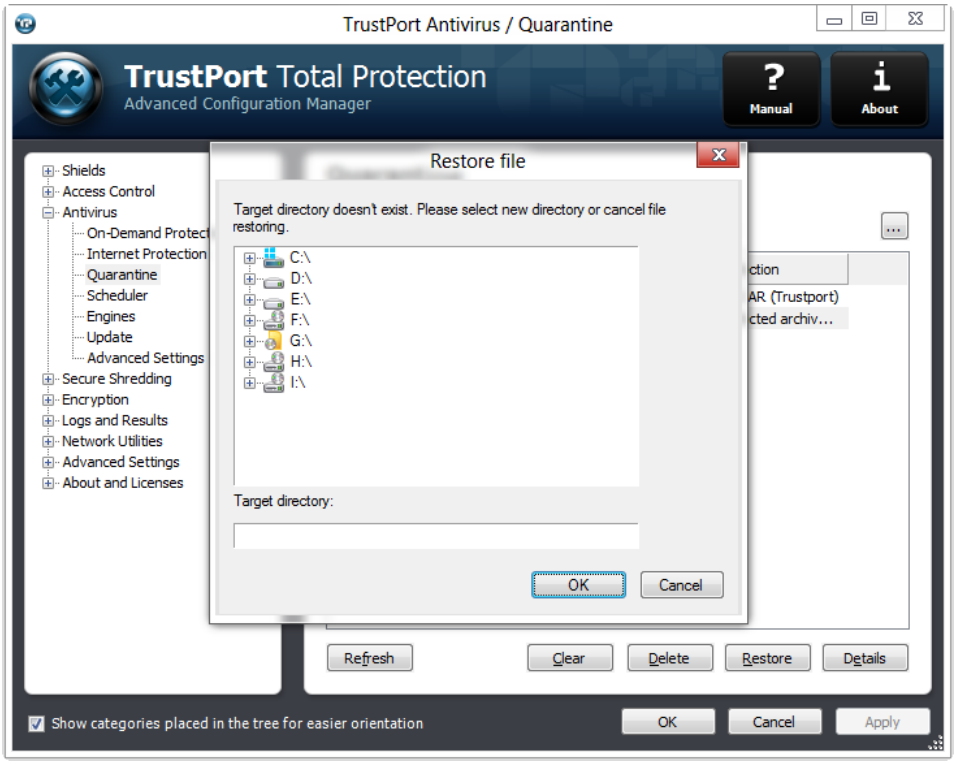
- **File name** - the name of the file before moving to the Quarantine.
- **Date and time** - when the file was quarantined.
- **Original location** - the file location right before quarantining.

The next actions can be done with the infected files in Quarantine:

- **Clear** - all objects in the Quarantine will be deleted forever.
- **Refresh** - the content of the Quarantine will be loaded from the quarantine on the disk.
- **Restore** - the selected object will be moved to its original location in the same condition as before quarantining.
- **Delete** - the selected object will be deleted from the Quarantine, the file will be deleted forever.
- **Details** - all details about the infection and quarantining will be displayed.



If original folder doesn't already exist, new target directory has to be selected for correct file restoring.



The Quarantine is implicitly located in the **quarantine** directory in the installation directory. You can change this location to any existing directory by clicking on the icon in the upper right corner.

10.3.4 Scheduler

Thanks to the scheduler you can make the On-Demand scanner be launched automatically. Users can choose the scanned area (disks, folders), when the scanning starts, how often is the task performed and some other options.

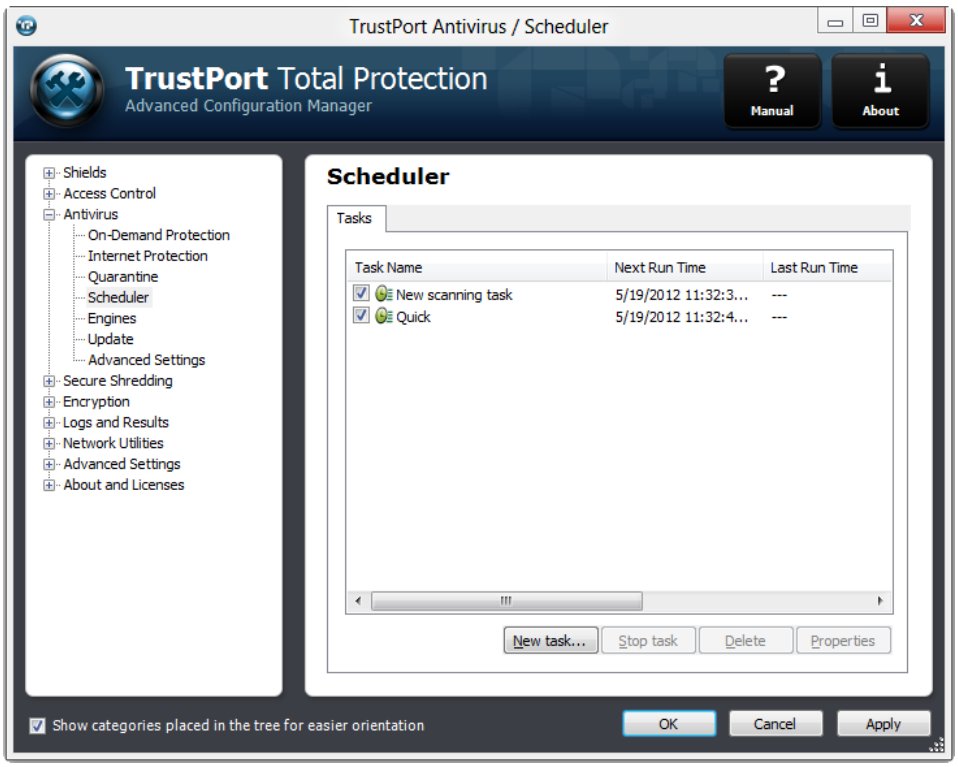
If you want to scan a particular disk or folder regularly you can create a task by the **New task** button.

For a new taks you can set the destination of scanning, date and time of the first start and some more parameters. If you want to learn more about creating new task go the **Scheduler – Creating new task**.

There are no tasks when the TrustPort Antivirus is installed.

You can use the check box to enable/disable launching the task. All the created tasks are listed including:

- Task name
- Next run time
- Last run time
- State - indicates if the task is running or not
- Last result - last action performed during on-demand scanning (including the result code)
- Creator – user, who created the task

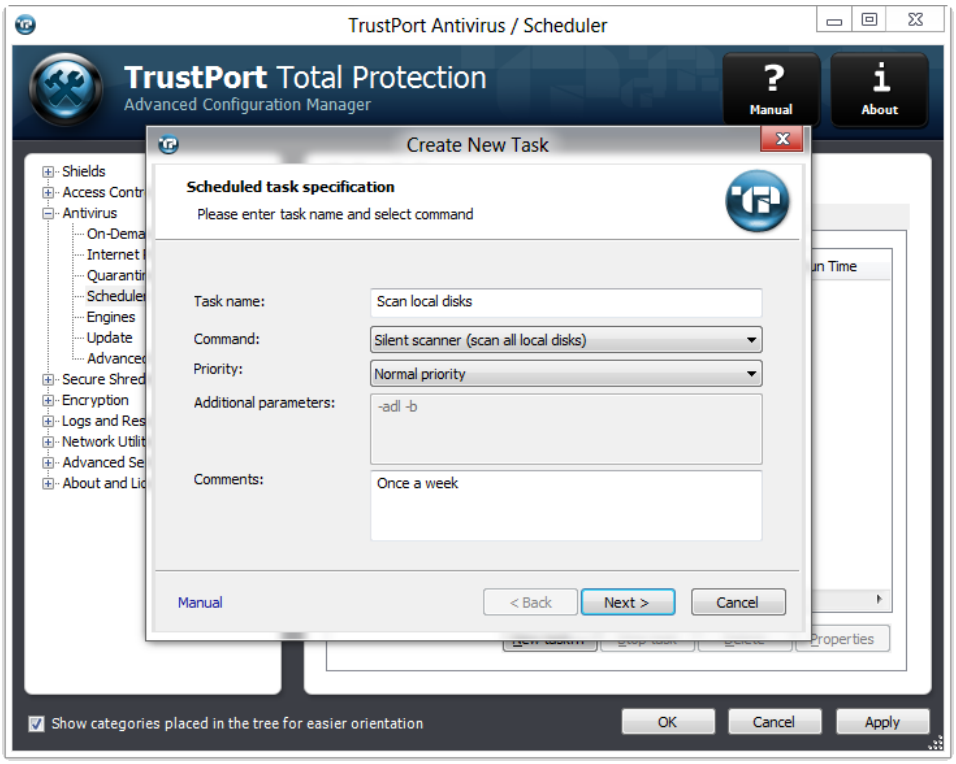


You can stop the running task by the **Stop task** button.

Properties of the not running tasks can be changed by double click on the proper line or by the **Properties** button. You can learn more about task properties setting on the **Scheduler – setting parameters of running task** page. By clicking on the **Delete** button you can delete a selected task.

10.3.4.1 Creating new task

While a new task is created, you can set few parameters of the task. You can choose the scanned area (disks, folders), when the scanning starts and how often is the task performed.

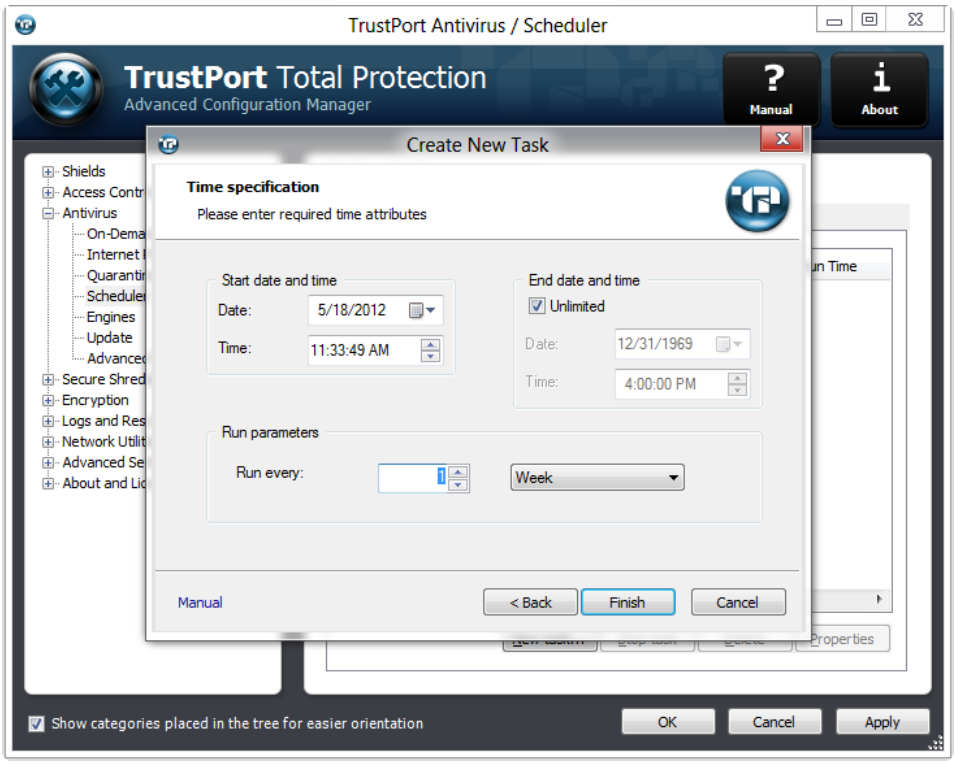


You can set:

- **Task name** - name of the task chosen by user (e.g. "D disk scanning")
- **Command** - what area (disks, folders) is scanned.
  You can select scanning of registry, all removable disks, all local disks, all disks or define your own target (disk, folder). If you select the "user defined parameters" option you can specify the scanning properties by the run parameters.
- **Priority** - the scanning priority to the other processes
- **Additional parameters** - you can edit this if the user defined parameters or user defined target is selected. If you want to learn more about the parameters go to the **Command line parameters**.
- **Comments** - user can type details about the task

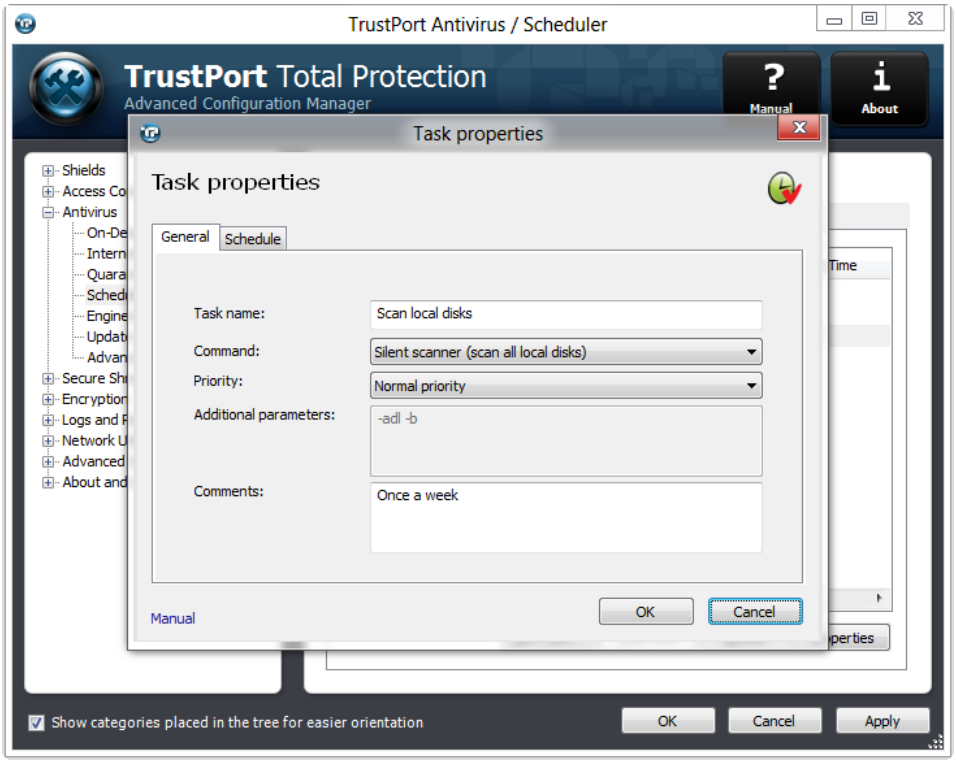
Planned tasks are launched automatically, according to the set time and parameters:

- **Start date and time** - when the task is started for the first time. Default start time is the time of the new task creation.
- **End date and time** - if the **Unlimited** option is enabled (default setting) the scanning is not interrupted. Otherwise the running task is stopped at that time automatically.
- **Run parameters** - defines the time period of the task launching. Once a day is the default setting.



10.3.4.2 Task Properties

You can change the task setting by double click on a proper line on the task list or by the **Properties** button.

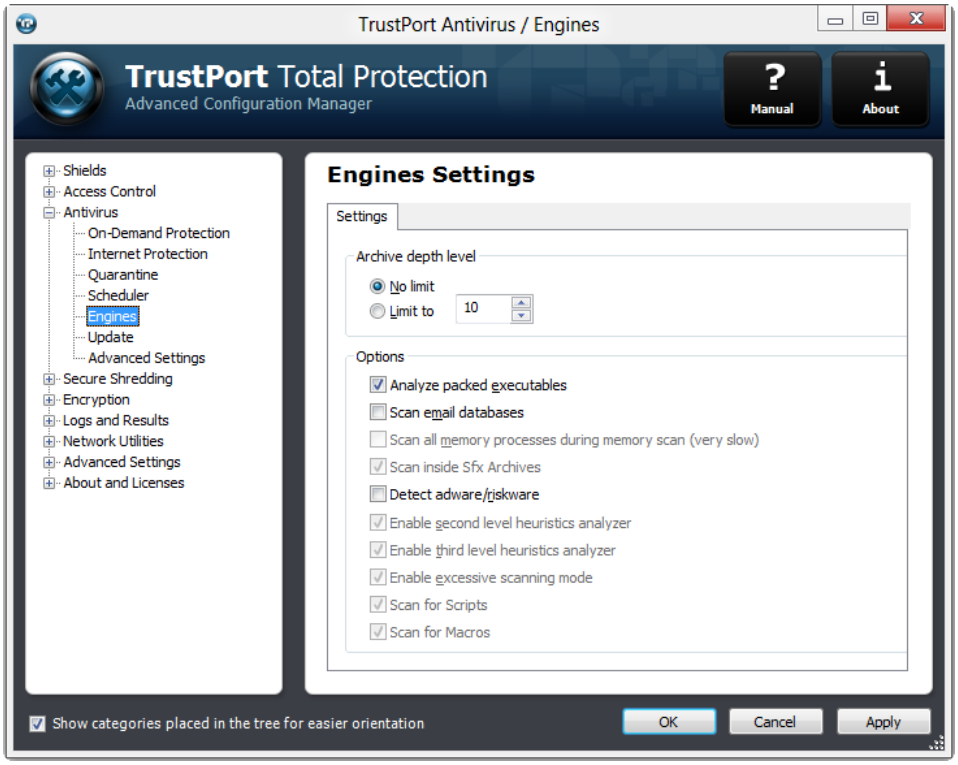


It is possible to edit the same parameters, which are available during **creating new task**.

10.3.5 Scanning engines

The Engines Settings tab contains a list of all the items used to configure the scanning engines.

- **Archive depth level** - determines whether the archive will scan the files with/without limitation of the depth of immersion archive (e.g. nested .zip files inside .zip file).
- **Analyze packed executables** - if this option is enabled, then all compressed files will be scanned. Compressed file includes both archive files created without compression such as .zip files and also executable files whose contents have been compressed using archivers at startup (run-time packers) such as UPX, ASPack...
- **Scan e-mail databases** - defines whether e-mail databases should be scanned for all types of viruses.
- **Scan all memory processes during memory scan** – sets when scanning the memory, whether memory of all running processes should also be scanned. All the processes and all the supporting libraries of these processes will be scanned. This operation is very time consuming and can cause system slowdowns.
- **Scan inside SFX archives** – sets whether self extracting archives should be scanned.
- **Detect adware/riskware** – enables scanning of adware / riskware.
- **Enable second level heuristics analyzer** – activates the next level of heuristic analysis.
- **Enable third level heuristics analyzer** – activates the next level of heuristic analysis.
- **Enable excessive scanning mode** – this setting activates the "paranoid" mode. Due to high demands on system resources, it is recommended to have this off.
- **Scan for Scripts** – enable scanning of scripts.
- **Scan for Macros** – allows scanning of macros.

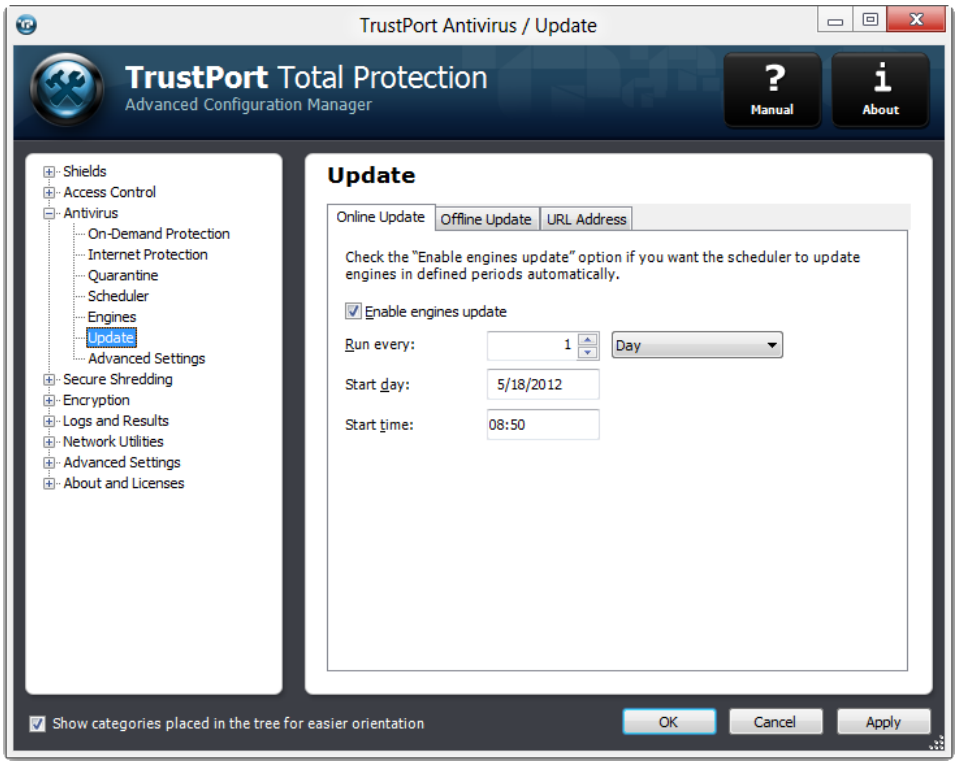


If the item is dimmed in the list, it means that the appropriate scan engine is not installed and is therefore not possible to carry out its configuration.

10.3.6 Update

This tab enables users to let the antivirus software check for update by itself. This ensures having the actual antiviral signatures, scanning engines etc.

The most important option on this page is the **Enable engines update** option. If it is not checked, the scheduler service is not active.



If you enable the scheduler, you need to set the desired period of the update checking. Intervals from the start date and time are used. It is necessary to ensure that the computer has a functional Internet connection at the moment of the update.

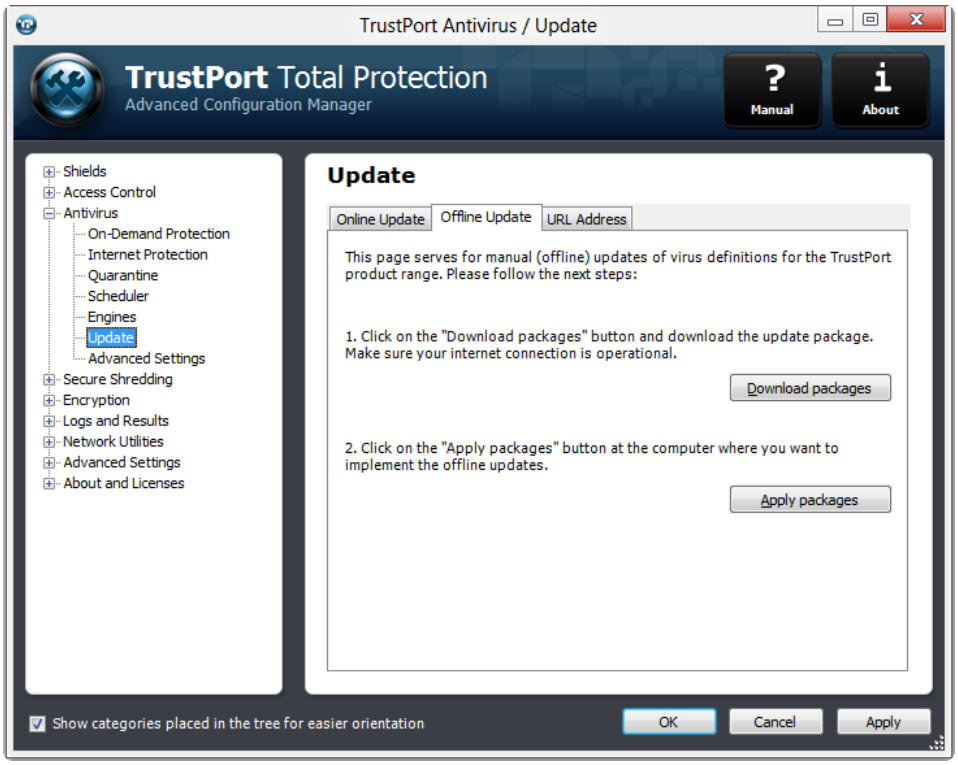
For setting the period you can select the combination of values and units. Values can be set to values between 1 and 32767. You can select the unit from the following options: hour, day, week. If the scheduler is active, the period of one day is set implicitly. The start date and time are set to the installation date and time by default.

For completing setting of the scheduler it is necessary to check whether your personal firewall is configured correctly and the Internet connection is enabled. You can test it by running the **update from the quick launch**.

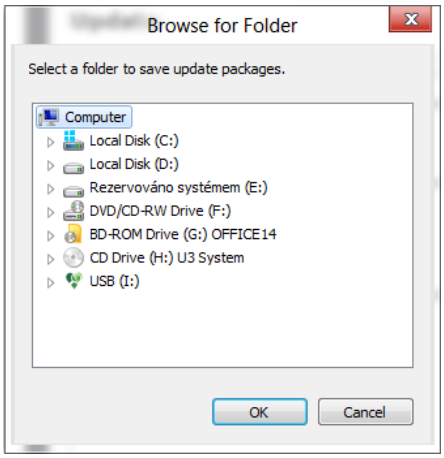
10.3.6.1 Offline update

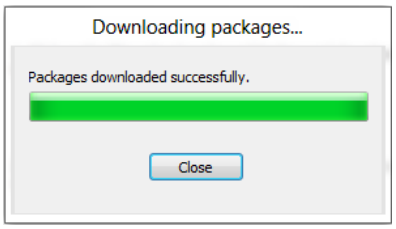
The Offline update feature is used to manually download virus definitions from the internet which can then be applied on the required computer.

Virus definitions are downloaded to the computer using the **Download packages** button.



A folder where the updates will be stored is selected in the dialog and by clicking on OK the downloading starts.

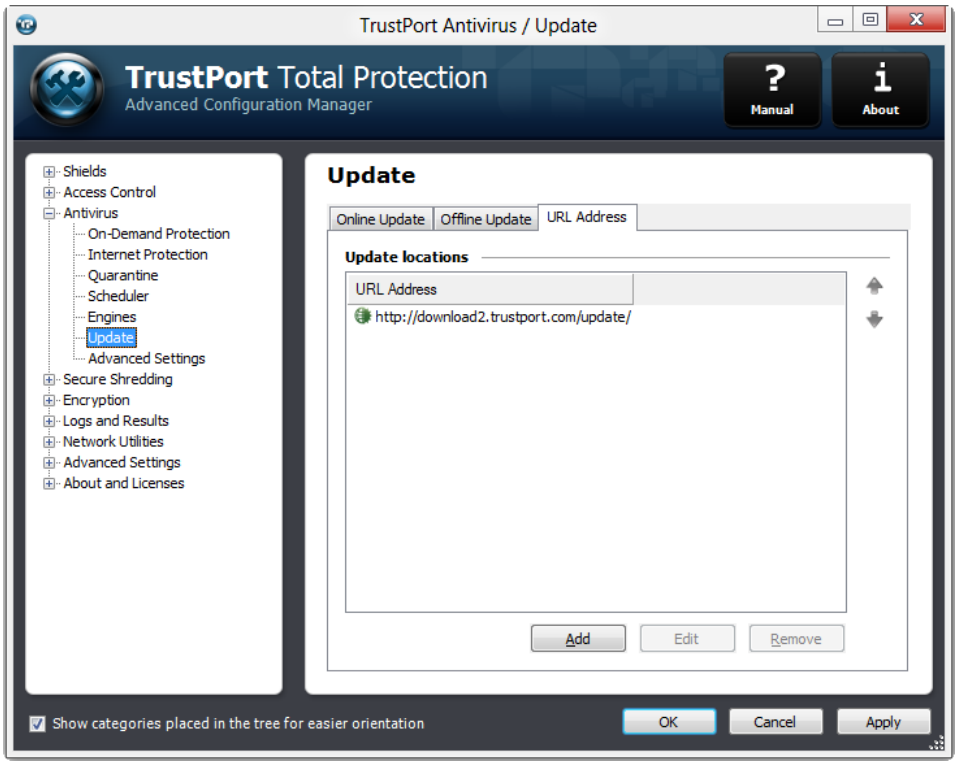




Downloaded virus definitions are applied on the required computer using the **Apply packages** button. The user is asked for the location of the update package on the computer, after selecting the correct location the update is automatically executed.

10.3.6.2 URL Address

The list of URLs that will be used for downloading the update is displayed on this page. As you can see, it is a list of mirrors that provide the same update packages. After starting the update, the update agent tries to connect the first server in the list and download the content of an update package from this server. If the connection fails, the agent tries to connect to the second server in the list etc.



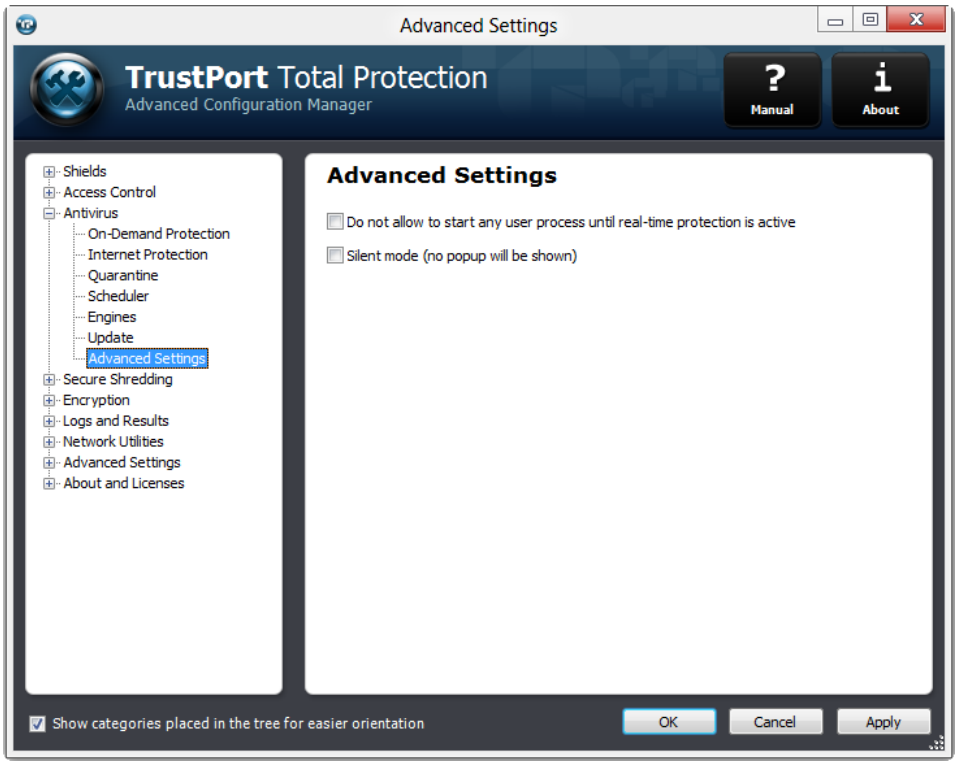
The URLs are sorted in the same order as they will be used for update, i.e. the first address on the list will come first. If the package cannot be downloaded, the following address is tried. Otherwise there is no need to continue and the other addresses will be ignored.

For the administration of the update servers use the **Add**, **Edit** and **Remove** buttons. The order of the URL addresses can be changed by the arrows on the right side of the list.

10.3.7 Advanced Settings

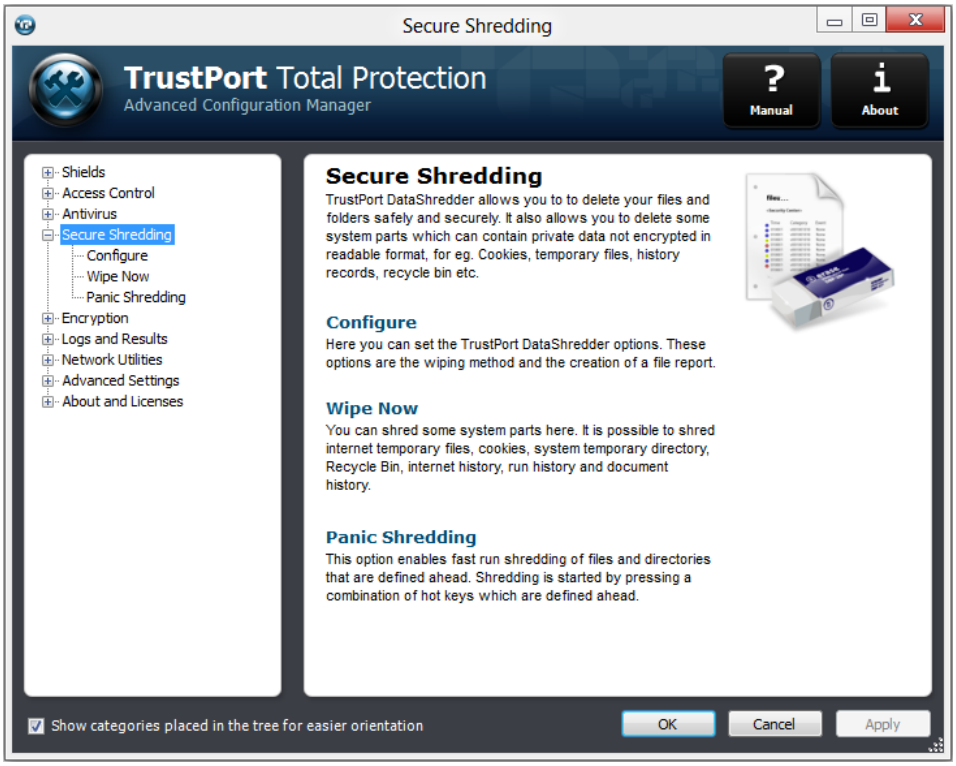
On this tab, it is possible to use the checkbox to set that after computer starts, the user processes won't be started until the Real Time Protection is started.

Besides, it is possible to activate Silent mode, when no pop-up windows will be displayed.



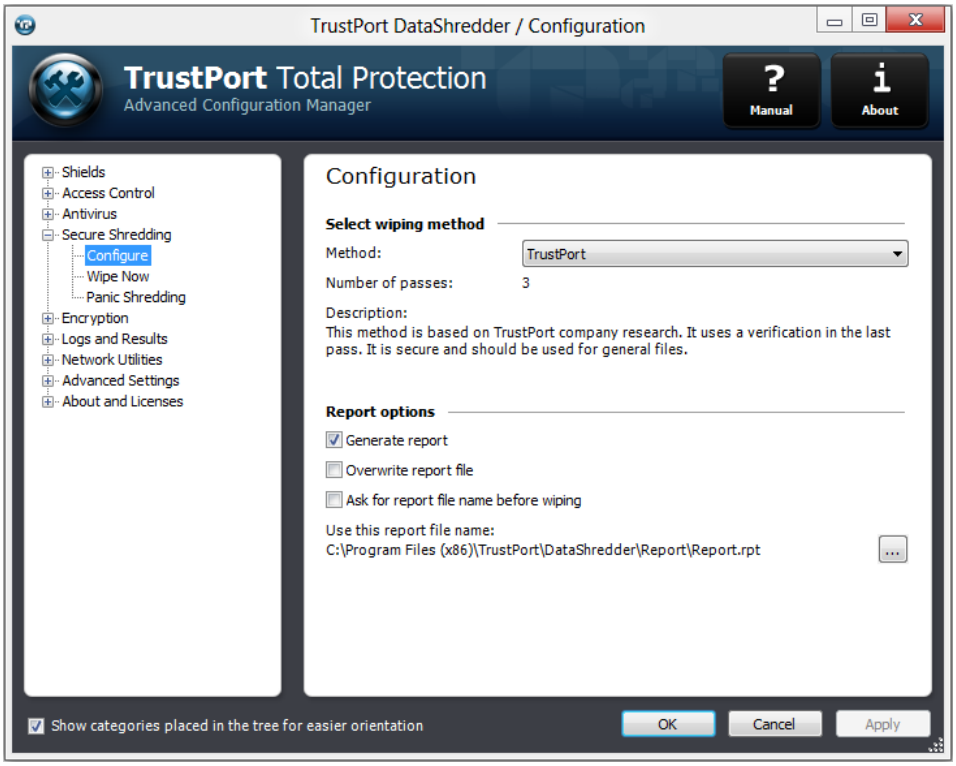
10.4 Secure Shredding

In this category, it is possible to perform shredding of temporary system files, sensitive data, cookies, shredding settings and the panic shredding function can be enabled. «


Secure Shredding
TrustPort Total Protection
Advanced Configuration Manager
Manual
About
Shields
Access Control
Antivirus
Secure Shredding
Configure
Wipe Now
Panic Shredding
Encryption
Logs and Results
Network Utilities
Advanced Settings
About and Licenses
Secure Shredding
TrustPort DataShredder allows you to to delete your files and folders safely and securely. It also allows you to delete some system parts which can contain private data not encrypted in readable format, for eg. Cookies, temporary files, history records, recycle bin etc.
Configure
Here you can set the TrustPort DataShredder options. These options are the wiping method and the creation of a file report.
Wipe Now
You can shred some system parts here. It is possible to shred internet temporary files, cookies, system temporary directory, Recycle Bin, internet history, run history and document history.
Panic Shredding
This option enables fast run shredding of files and directories that are defined ahead. Shredding is started by pressing a combination of hot keys which are defined ahead.
Show categories placed in the tree for easier orientation
OK
Cancel
Apply

10.4.1 Configuration

Page Configuration serves for configuration selection for all parts of the application. This configuration will be used in shredding process. You can set here the shredding method and the possibility to generate record file. The method is selected in the dropdown menu. When the method is chosen, its description is shown below the list. This description contains the basic information about the method and how many passes of shredding will the file be overwritten. There are following methods possible: *Quick*, *Russian GOST, TrustPort, U.S. DoD, Bruce Schneier, German VSITR and Peter Gutmann.*



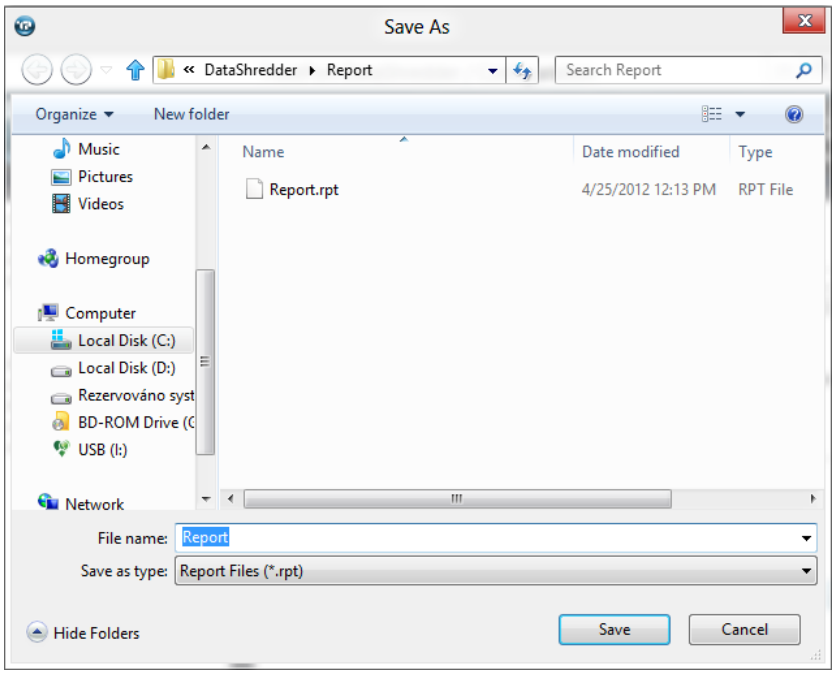
Description of available methods:

Quick method	Quick method is a very quick for file shredding. This method is not very safe because the data are overwritten only once. The pattern for overwriting works with the random numbers.
Russian GOST P50739-95	Method suitable for shredding of files containing common information, it uses Russian standard GOST.
TrustPort	Method developed by TrustPort company, it is set as default.
U.S. DoD 5220.22-M (E)	Method based on U.S. Department of Defense standard. With the number of three passes it is suitable rather for files not containing sensitive information.
U.S. DoD 5220.22-M (E, C and E)	This method overwrites data on magnetic media seven times. It is based on NSA document specified by number DoD 5220.22-M. The method has the medium rapidity and it is sufficiently safe.
Bruce Schneier	Algorithm using the method of shredding with random data, with the overall number of seven passes.
German VSITR	Method suitable for shredding sensitive data, it is based on German standard VSITR.
Peter Gutmann	Method Peter Gutmann is very safe, but very slow as well, it is the slowest of all available methods – it uses 35 overwriting cycles. It is a very effective method how to shred data on magnetic media.

Report options:

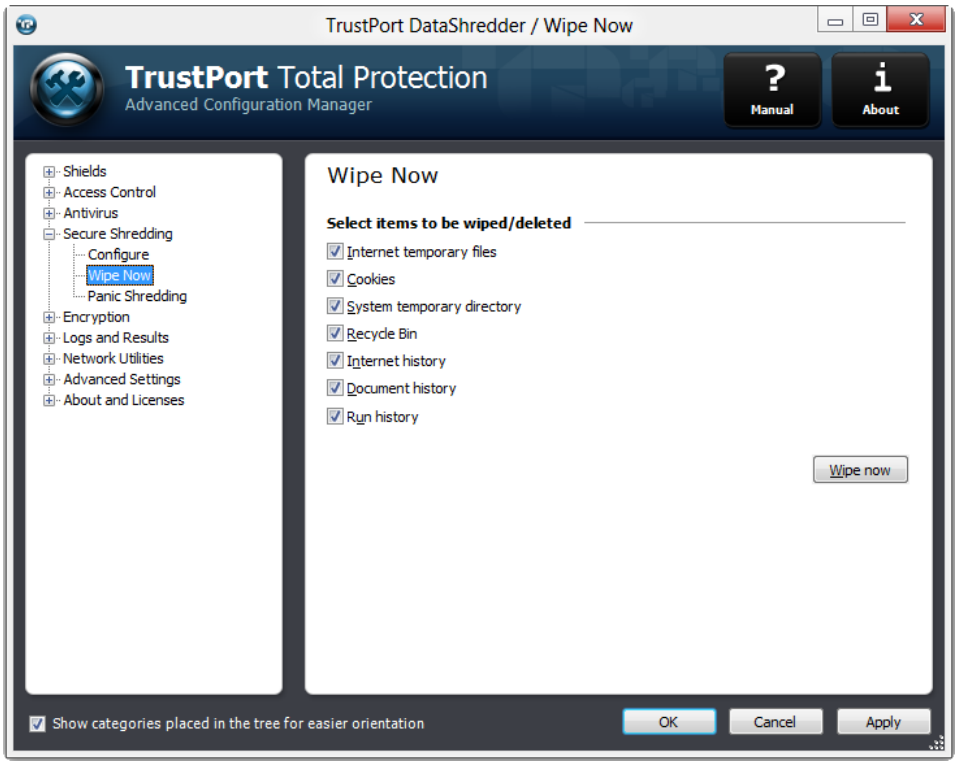
Generate report	If this option is selected, a file of reports will be created. The created report file contains information about time and date of the start and the finish of the shredding process, list of deleted files or folders and the list of shredded items. The name of currently logged user of the system Windows is also recorded.
Overwrite report file	If you select this option, DataShredder overwrites the report file before each start of shredding. If this option is not selected, TrustPort DataShredder adds new information about shredding process to the existing report file.
Ask for report file name before wiping	Select this option if you wish before each shredding to choose, eventually create a report file. If this option is not selected, the predefined report file will be used.

If you wish to use the predefined report file, you have to choose it, eventually create in window Open that is displayed after clicking on directory icon that is placed on the right side on the bottom next to "Use this file name:". If you do not enter your own suffix during the entering the name then the default suffix will be appointed to it ".rpt". The same window will be displayed when the shredding is started with the option "Ask for the name of the report file before shredding". «



10.4.2 Wipe Now

The page Wipe Now serves for temporary files, system directories and history discard. By selecting the relevant items you can easily mark the temporary files, directories or history that you want to shred. After clicking the button Wipe now, TrustPort DataShredder shreds the specified items.



Internet Temporary Files
If you choose this item, TrustPort DataShredder application shreds the content of Temporary Internet Files. Your internet browser uses the Temporary Internet Files to store web pages, pictures and other files.

Cookies
By marking this option, you delete all files in directory Cookies. Cookies can contain sensitive data, for example passwords for access to various internet pages but also information from visited web servers.

System Temporary Directory
This item enables you to shred all files and directories placed in temporary directory of the system. To shred the temporary system files is used the path to the directory that is defined by system parameter TMP. If the system variable does not exist, then is used the system parameter defined as TEMP.

Recycle Bin
This item serves for shredding of the bin content of Windows system. The bin can contain sensitive and secret data.

Internet History
This item enables you to shred internet history. Internet history contains information about visited internet pages, written addresses to the address line of Internet Explorer and eventually other information.

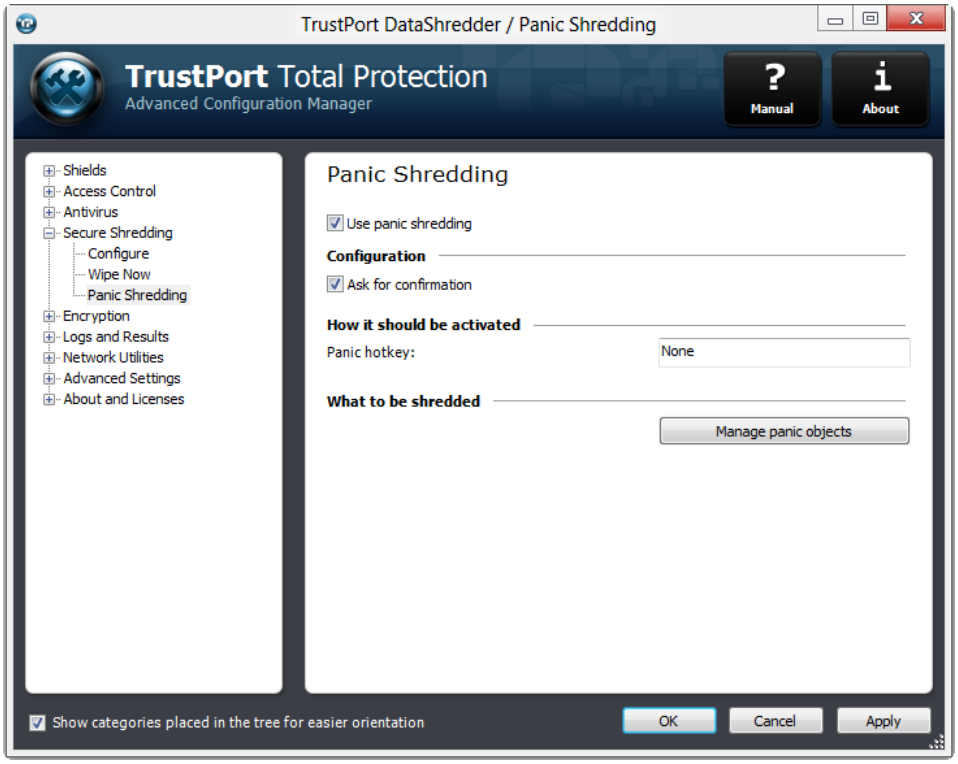
Document History
This item serves for shredding of recently opened documents. The list of recently opened documents can be found in item Documents of Start menu.

Run history
This item enables shredding of all records of all programs that have been run in the item Run in menu Start. For correct changes we recommend to restart the system Windows once the deleting process is finished.

Wipe now
When you press this button, the process of shredding itself is started. As parameters for shredding will be used the settings on the Configuration page. To start the shredding process you must always choose at least one item. «

10.4.3 Panic Shredding

Panic shredder tab can be used for safe shredding of user selected files and directories. User can select freely which files or directories have to be shredded. In order to accomplish panic shredding fast and silently, it is activated by predefined hotkey.

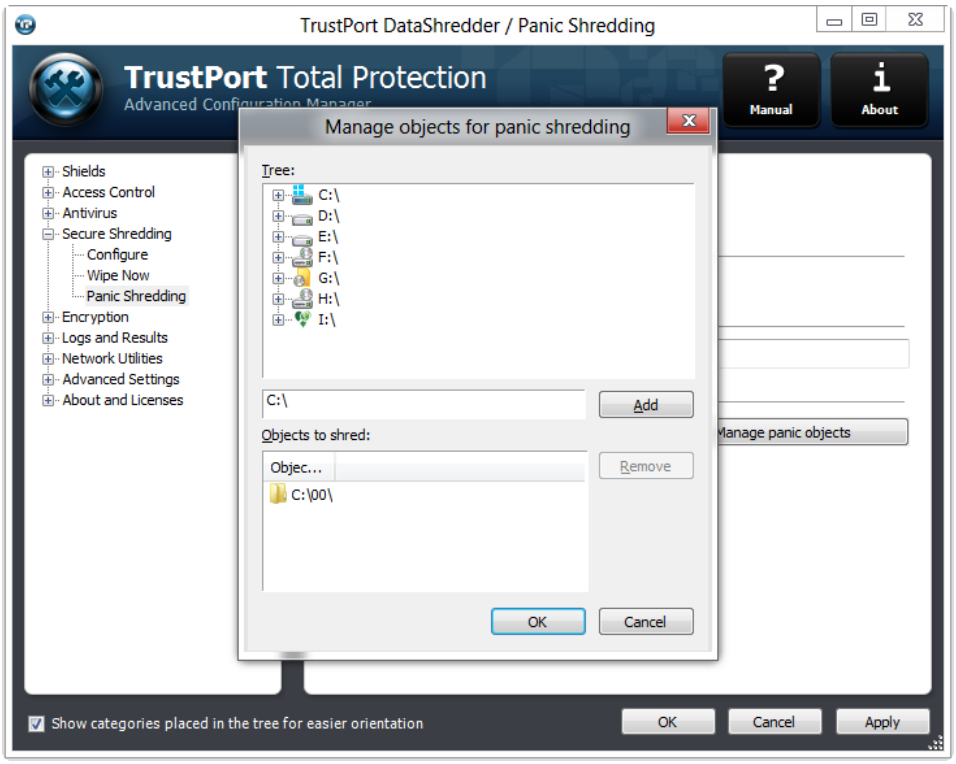


Use Panic shredding
This option activates/deactivates the Panic shredding function.

Ask for confirmation
If checked, DataShredder will require user confirmation, before panic shredding will be performed.

Panic hotkey
It is possible to specify hotkey in this editbox, simply press requested key combination while focused this control.

Manage panic objects
Press this button to specify objects (files or folders) to be shredded. «



10.5 Encryption

Encryption page enables the creation and management of encrypted discs and archives. «

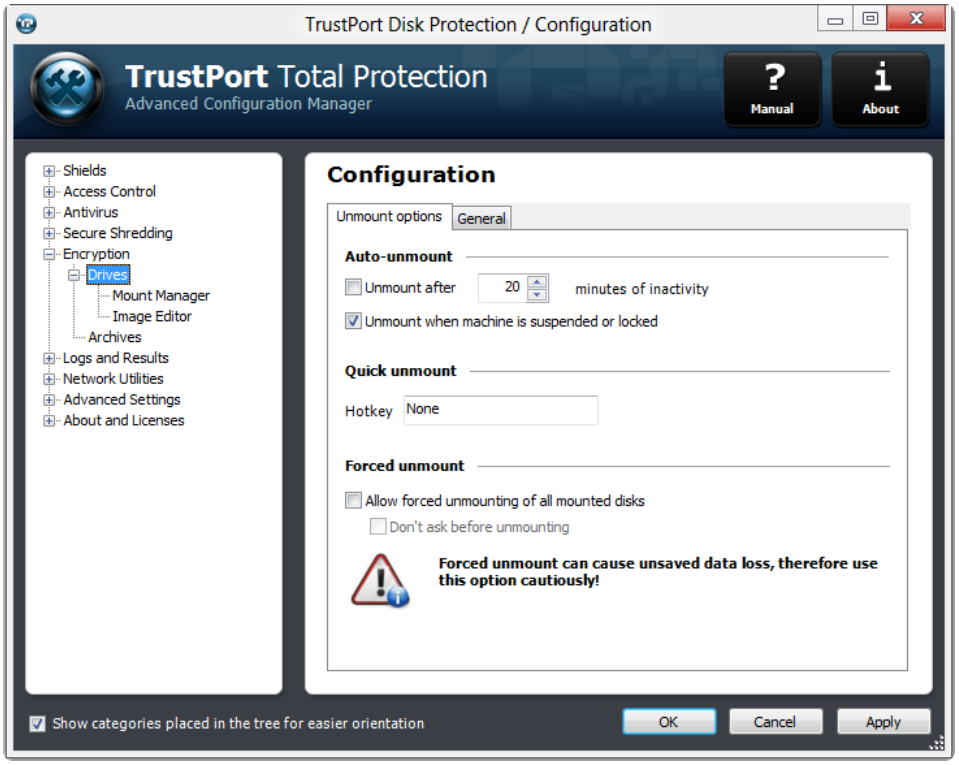
Encryption
TrustPort Total Protection
Advanced Configuration Manager
Manual
About
Shields
Access Control
Antivirus
Secure Shredding
Encryption
Drives
Archives
Logs and Results
Network Utilities
Advanced Settings
About and Licenses
Encryption
Page Encryption unifies a set of tools which serve for creating encrypted archives and also for creating and management of encrypted disks.
Drives
This product lets you store your files and folders securely in encrypted volume images, which can be mounted and unmounted at any time.
Archives
This product lets you store your files and folders securely in encrypted file packages. These packages are very easy to manipulate and distribute.
Show categories placed in the tree for easier orientation
OK
Cancel
Apply

10.5.1 Drives

10.5.1.1 Unmount options

On this page you can setup some Disk Protection options. The first of them is auto-unmounting option. You can generally enable or disable this functionality by setting auto-unmounting time. When you don't do any operation with any mounted drives during this time period then Disk Protection automatically unmounts all mounted images.

You can choose if Disk Protection should automatically unmount all mounted images when computer goes to sleep.



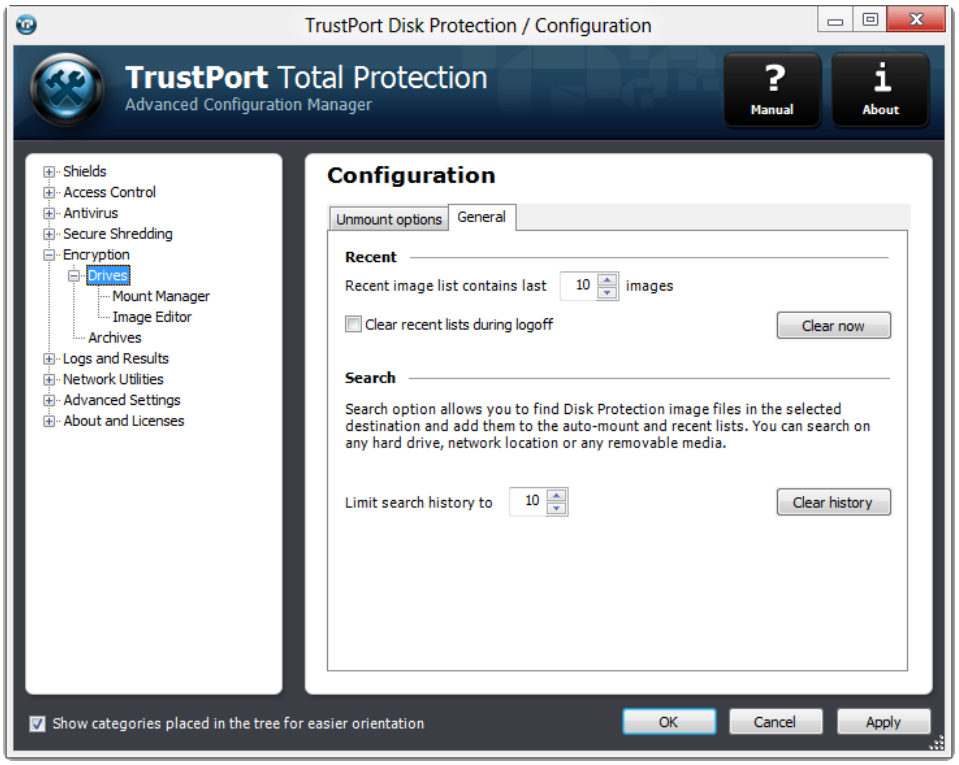
The second functionality you can set on this page is force unmount. If you have mounted an image and opened some document in this image, then system has to close this document when it is going to unmount this image. When this situation occurs, Disk Protection displays a warning message and asks you for closing affected applications. If you check **Allow forced unmounting of all mounted disks**, Disk Protection will not ask you for closing all affected applications and unmounts the image by force. If you select **Don't ask before unmounting** option then Disk Protection will not display any warning message.

Beware! Forced unmount can cause unsaved data loss, therefore use this option cautiously!

You can also setup a hotkey for quick unmounting all currently mounted disks when pressed. «

10.5.1.2 General options

You can set-up searching options and recent options here. In the **Recent** group you can set the number of recent images, which will be displayed in the list of recent images in the Disk Protection Quick Launch either as number of images in the list of recently opened images in the **Image Editor**. If you want to clear all recent lists (including the recent list in the Recent mount editor) when Windows are logging out the user then check **Clear recent lists during logoff**. If you want to do it immediately then press **Clear now** button now.

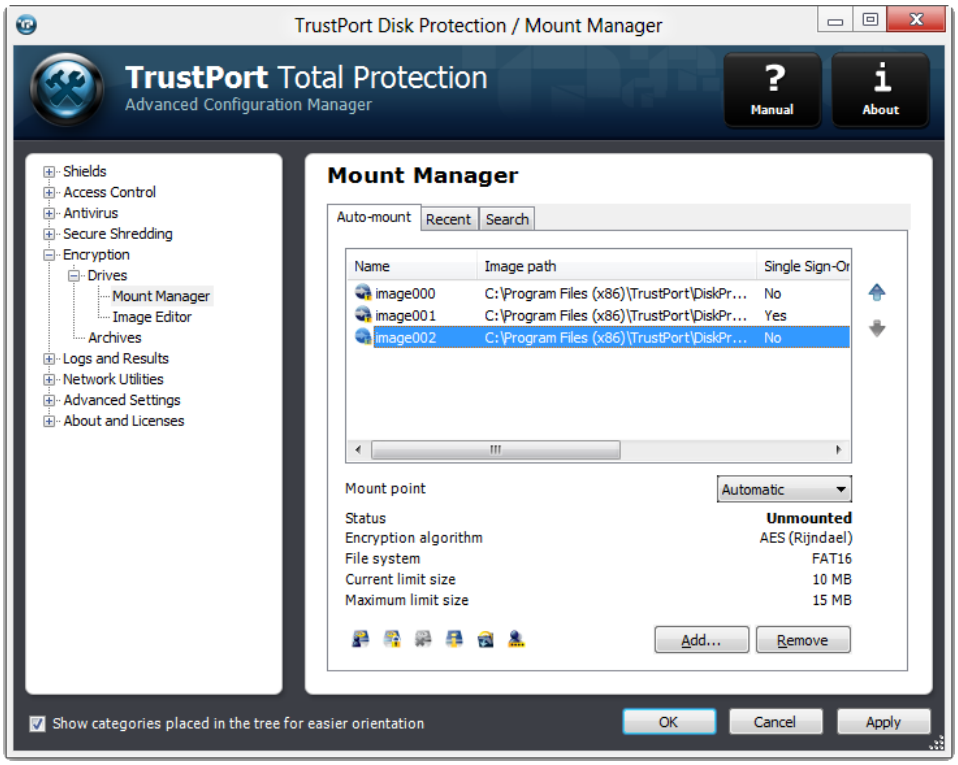


You can also limit the image search history in the **Search** tab in the **Mount manager** and clear this history immediately by **Clear history** button. «

10.5.1.3 Mount Manager

10.5.1.3.1 Auto-mounts

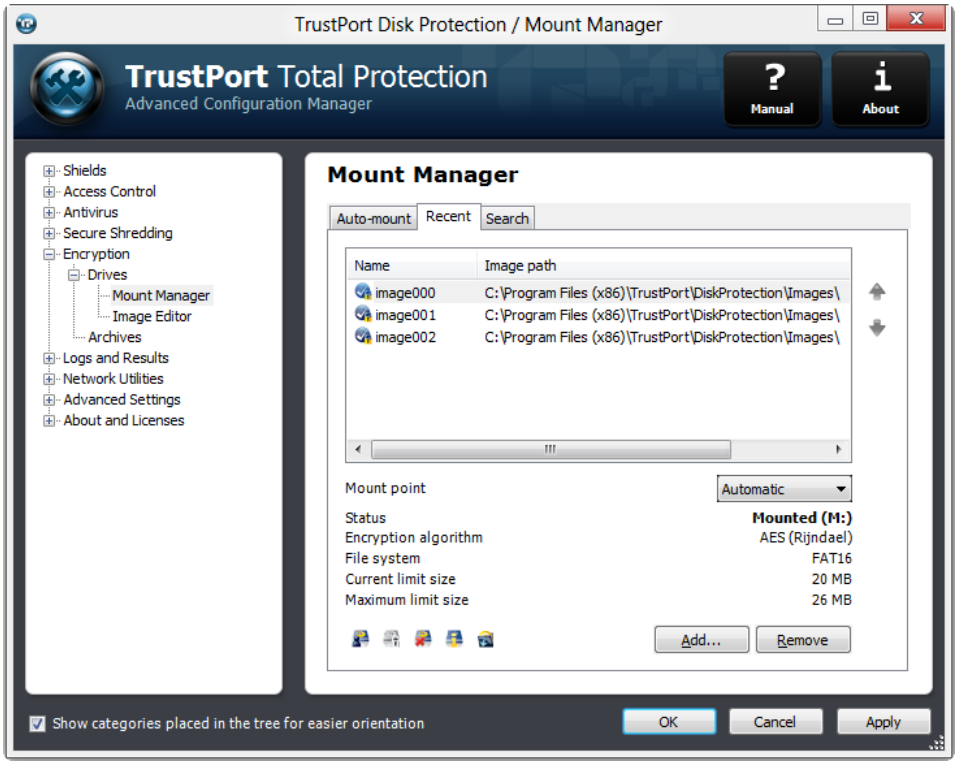
At this page you can manage Disk Protection auto-mounts. You can add and remove images, which will be automatically mounted during the system startup, change their mounting order, mount and unmount them, run editation tool for editing images and display image file properties. You can select a mounting point to the selected image will be mounted on. Automatic selection of mounting point is also available.



- Use up-arrow or down-arrow to move the selected image in the auto-mounts list up or down respectively.
- Select an image and click **Remove** button to remove this image from the auto-mounts list. The affected image will be removed from the list only, not physically deleted.
- Clicking **Add** button you can add a new image to the auto-mounts list. Disk Protection opens browsing dialog window and you can type or select an image file.
- The Edit option allows you to **edit the selected image.** When you click it, Disk Protection opens the Image Editor and you will be asked for entering your credentials. Then you can edit the opened image, add user accounts, change passwords, increase image size limit and more.
- Next option is to click **Mount** button. After this Disk Protection displays **mounting dialog,** where you enter your credentials, and then it mounts the selected image.
- **Unmount** option is available only when selected image is mounted. If you click Unmount, then Disk Protection immediately unmounts the selected image file.
- When you press the **Display image file properties** button, Disk Protection displays a window with information about the selected image file (image version, status, encryption algorithm, key length, used file system, actual and maximum size limits etc.) This window contains more detailed information about the selected image file than the short info at the bottom part of the auto-mount manager tab.
- The button **Remove missing files** allows you to check all image files in the list and purge non-existing images from the list. It is useful if you have moved, renamed or deleted an image file.
- The **Toggle Single Sign-on** button enables or disables the Single Sign-on or passwordless automount feature for the selected image. Upon enabling this feature, you will be asked to enter the credentials with which the image was created. These will then be stored in an encrypted form within TrustPort Disk Protection configuration files and used automatically when the image is mounted at system startup without asking you for your user name and password again. If you attempt to turn Single Sign-on off and you are not the same user who created the image (and consequently turned the feature on first), you will, again, be asked for your user name and password. The current state of the feature for each image is indicated in the rightmost column of the image list table above. Also note that the Single Sign-on feature cannot be turned on or off for images that are currently mounted. «

10.5.1.3.2 Recent mounts

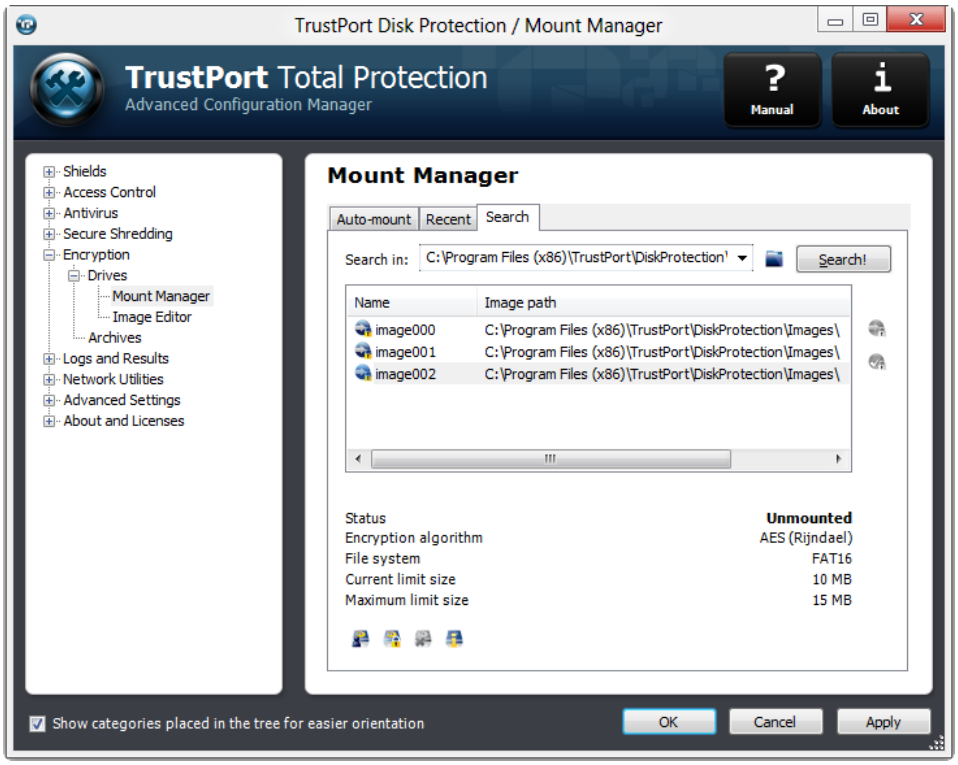
At this page you can manage Disk Protection recent-mounts. Disk Protection remembers the file path and letter of the recent mounted images and you can manage these images here. You can also add and remove images, change their mounting order, mount and unmount them, run editation tool for editing images and display image file properties. You can select a mounting point to the selected image will be mounted on. Automatic selection of mounting point is also available.



Functionality of individual buttons is described in the chapter **Auto-mounts**. «

10.5.1.3.3 Search

You can search for image files on the local disk or a network. You are able to specify one or more searching locations into *Search in* combo box. They have to be separated by semicolon if you want to search in more than one in the same time. Other possibility is to use browse button or choose from the searching history. If you leave the searching location blank and start searching then Disk Protection will search in the images subfolder of the installation folder.



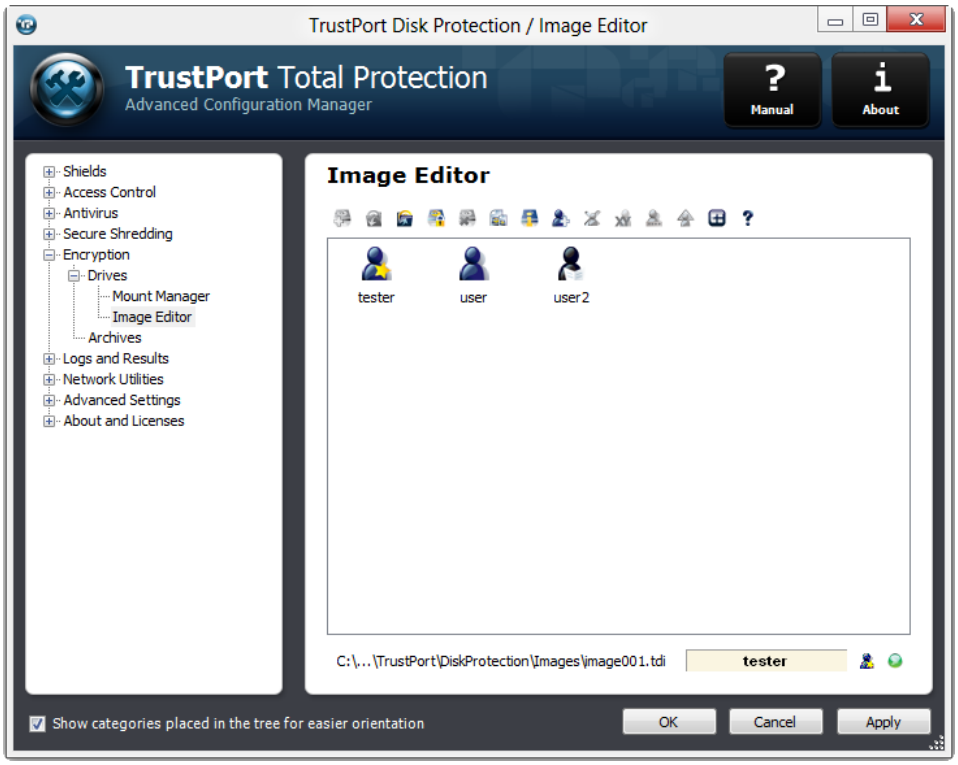
Running searching procedure can be independently interrupted by clicking Stop button. You can also use the context menu available after right mouse click on any found image file item.

Use Add to auto-mount list or Add to recent mount list buttons to add selected image file to the proper list.

Functionality of other buttons is described in the chapter **Auto-mounts**. «

10.5.1.4 Image Editor

TrustPort Disk Protection Image Editor is a user friendly utility that joins most of images management functionality. The user can easily create a new image, mount and unmount an opened image or do administration operations as creating a new account in the image, set a password for a user account and more.



Disk Protection defines three types of user privileges:

- a normal user
- a read-only user
- an administrator

All the users can mount and unmount the image but read-only users have granted only restricted reading access to the image. It means that they cannot write any data to the mounted disk. A user with administrator's privilege can manage other user accounts – **create new**, delete, rename and change account type, set password for selected account, change size limit etc.

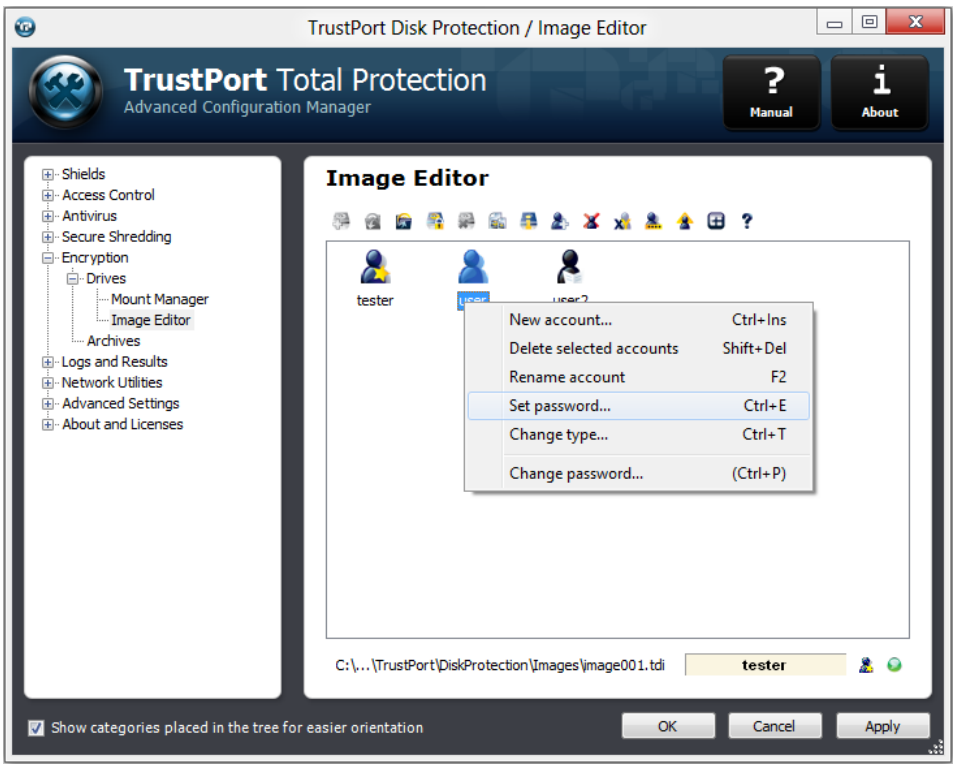


Image editor allows users to use most functions from the application toolbar or context menu where are collected frequently used user accounts functions. Next component is status bar where you can see an image status (green light represents unmounted and red light mounted state) and the name of the authenticated account.

Create a new image

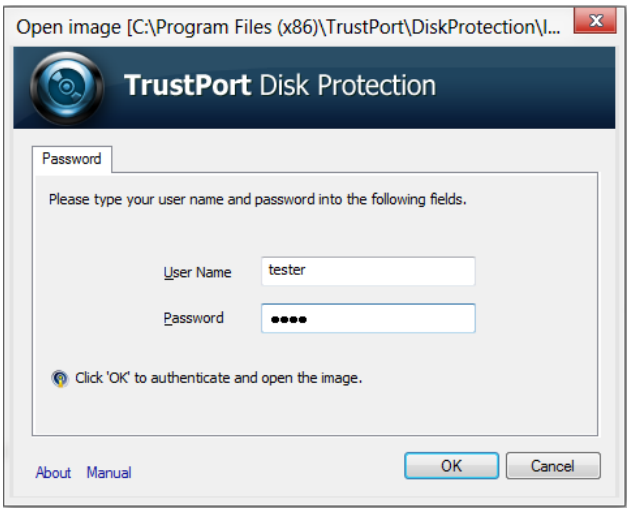
You can easily create a new image file and then manage it. To do this click **New image** at toolbar. Disk Protection opens **Create New Image wizard**. This wizard helps you create a new image in few steps. As soon as Create Wizard finishes image creation, this new image is automatically opened in the Image Editor. This option is available only when you don't have any other image file opened. If you have, then it is necessary to close it before.

Close image

It closes currently opened image. It isn't important if this image is already mounted. If no image is opened, this option is disabled. «

10.5.1.4.1 Open an image

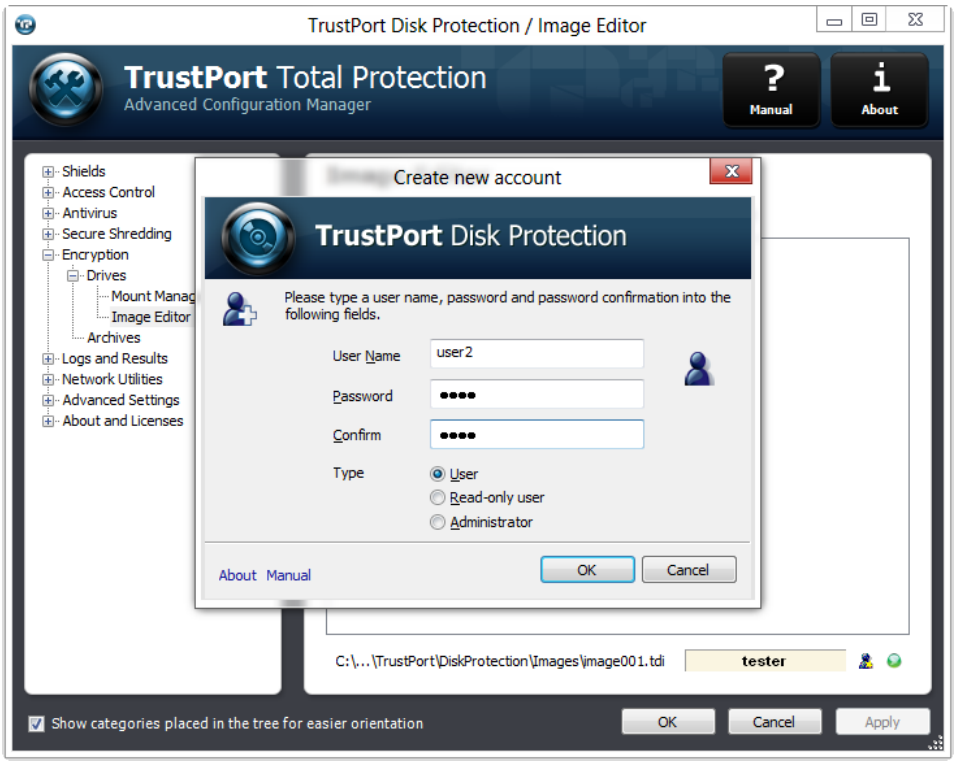
This function allows user to open an existing image and manage it. When you select this function, standard opening dialog appears and you can select an image file. This dialog remembers the location of the last opened image and automatically navigates to this location. When you are opening an image file for the first time, then installation folder location is used. You can also choose an image file from the list of recently opened images. It is not important if the opening image is currently mounted. But opening functionality is disabled when you have already opened an image file. If you want to open another one, then you have to close it before.



After the authentication data are verified, Image Editor opens selected image, displays all user accounts and displays name of the authenticated account in the status bar. From this moment, you can modify the opened image within your user permissions. If you have administrator rights to the image, you can access all functions. «

10.5.1.4.2 New User Account

Adding user function serves to adding new user accounts to the image. There are three types of user accounts which you can add: **user, read-only user** and **administrator**.



The user account is a normal user account, which has read-write access to the mounted image, so he can also copy and delete files in the image. Read-only user account is a restricted account, which allows only read-only access to the image. Administrator account has the same access rights as a user account but in addition it can make administration operations in the image. Adding a new user is one of the administration operations, which needs such administration privileges.

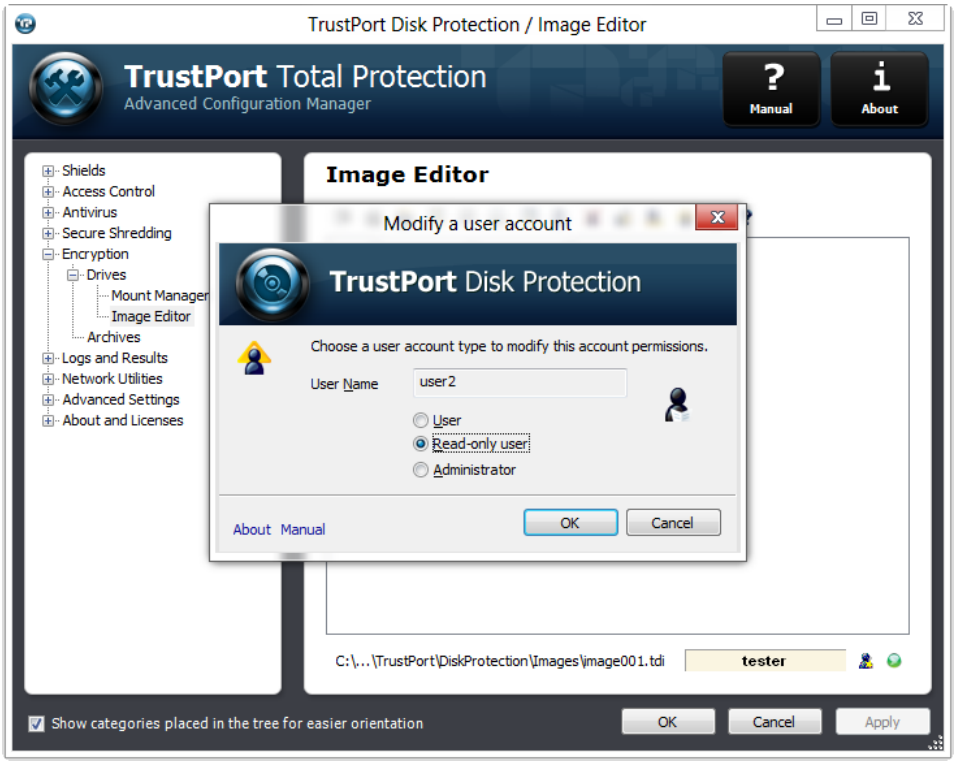
There is possible to create generally 20 accounts in each image and the type of account is not important.

It is important to choose a strong password. It is possible to leave password fields blank but we strongly recommend using strong passwords! Be careful to remember passwords because neither manufacturer can decrypt images and get your data without login and password knowledge.

This operation is available only when the opened image is not mounted. If it is mounted, it is necessary to unmount it first and then repeat the operation. «

10.5.1.4.3 Modify a User Account

Using this function you can change the user account type. Only accounts with administration privileges can use this function.



This function is available only when opened image is not mounted.

Take care of changing or deleting all administrator accounts from the image. If you change the last account with administration privileges to non-admin account then this file becomes uneditable, so there won't be possible to create a new account, change account type or increase the size limit. «

10.5.1.4.4 Delete a user account

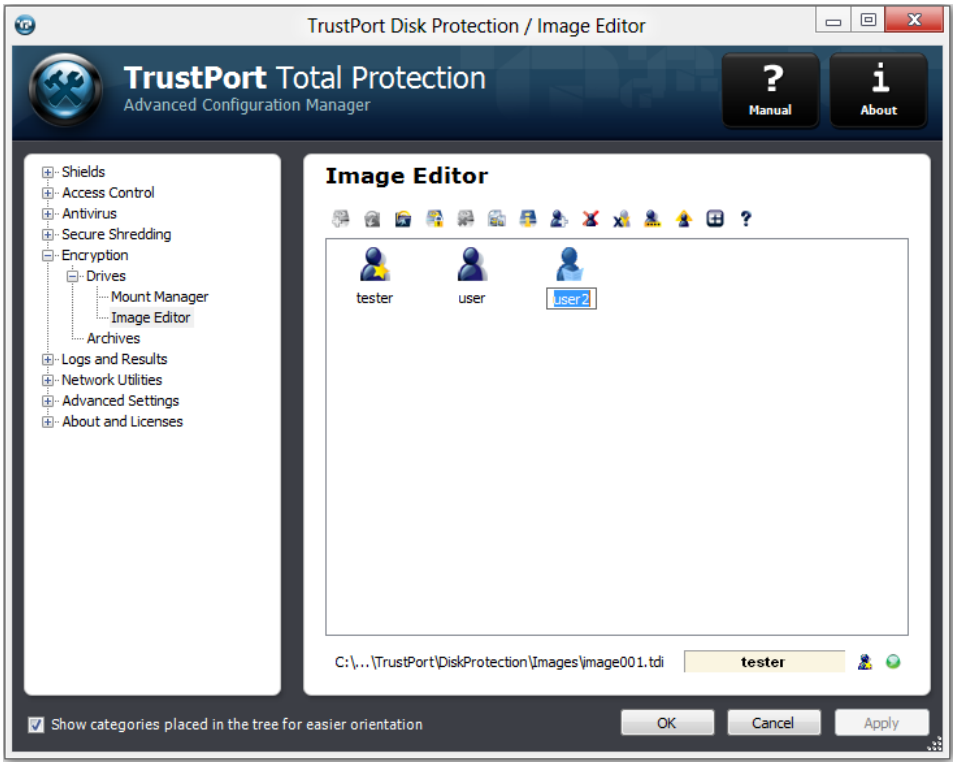
Deleting user accounts is an administration operation and can be used for any user account in the image. Because of this you need an administrator privileges to perform this operation. It is available when the opened image is not mounted only.

Disk Protection ensures that it isn't possible to delete all user accounts from the image. When a user tries to do this then Disk Protection displays an error message.

Take care of deleting all administrator accounts from the image. If you delete all accounts with administration privileges then this file becomes uneditable, so there won't be possible to create a new account, change account type or increase the size limit. «

10.5.1.4.5 Rename a user account

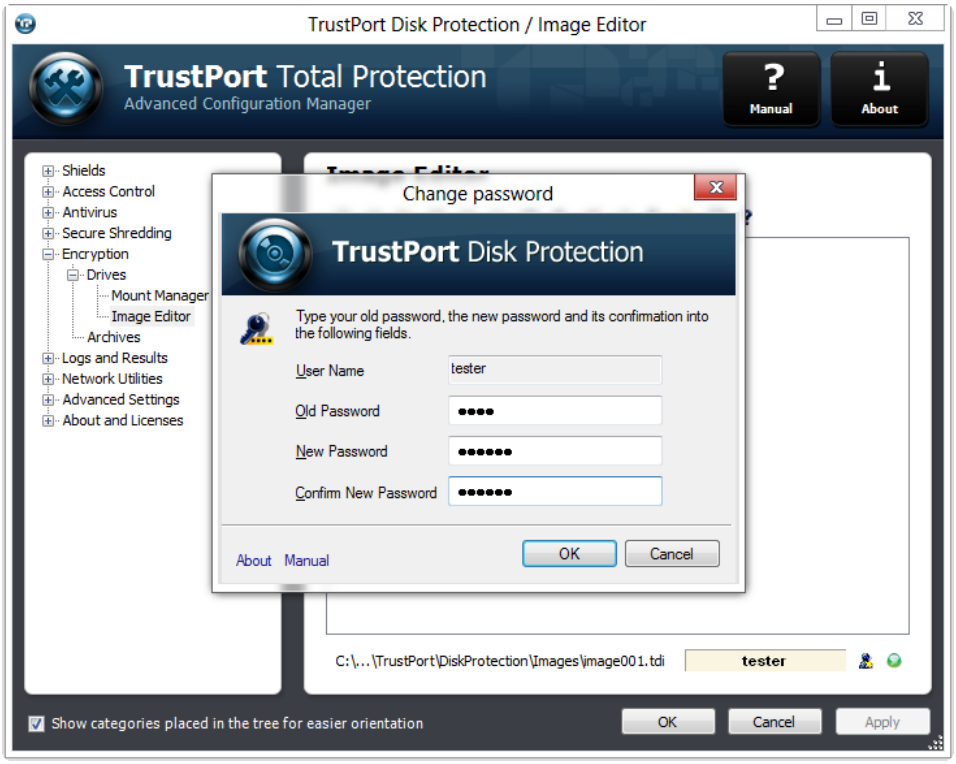
Renaming user accounts is an administration operation and can be used for any user account in the image. Because of this you need an administrator privileges to perform this operation. It is available when the opened image is not mounted only.



The name of a user account has to be unique in the whole opened image. Disk Protection doesn't distinguish the letters case in the user account name so it means that accounts named **Robert** and **robert** are the same. National characters are also supported. The length of a user account name is limited to 31 characters. «

10.5.1.4.6 Change Password

Changing password operation allows you to change your password. Name of this account is displayed in the status bar. It isn't possible to use this operation when the opened image is being currently mounted. If it is mounted, it is necessary to unmount this file and then change the password.



It is important to choose a strong password. It is possible to leave password fields blank but we strongly recommend using strong passwords! Be careful to remember passwords because neither manufacturer can decrypt images and get your data without login and password knowledge. «

10.5.1.4.7 Set Password for a user account

Setting password is an administration operation and can be used for setting the password for any user account. The administration rights are necessary for this operation. It is also possible to change password for other administration accounts. This functionality is available only when the opened image is not currently being mounted.

It is important to choose a strong password. It is possible to leave password fields blank but we strongly recommend using combination of small and capital letters and numbers of minimum length of 8 characters as a password. «

10.5.1.4.8 Mount/Unmount opened image

An opened image file can be mounted without necessity to enter your credentials again. Editor remembers the credentials, entered during opening of image and uses them also for mounting to the system. The mounting letter is chosen automatically in this case.

The number of available disk letters is limited to 26 (A-Z). If there is no available letter in the system for mounting an image, mounting operation will fail.

The image that is going to be mounted mustn't be compressed or encrypted by the NTFS file system. If Disk Protection detects that the mounting image is compressed then decompresses it automatically.

If the image file is encrypted by the EFS then Disk Protection displays a warning message and mounting procedure is cancelled. In this case you have to decrypt it manually.

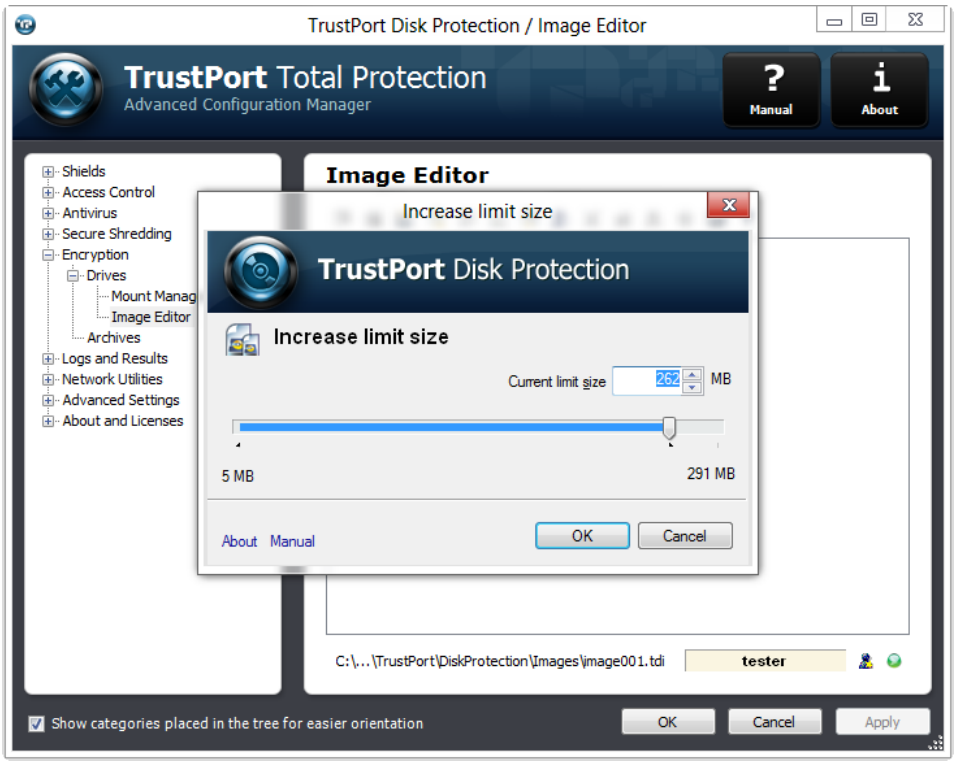
The mounted image can be unmounted at any time by clicking **Unmount** button in the toolbar or pressing proper keyboard shortcut (see **hotkeys**). There is an exception when the mounted image cannot be unmounted. It can occur if there are some opened files in the mounted drive. You can modify this behaviour by setting up the **force unmounting** option. But be careful setting this option because you can lose your data in not saved documents in this case. «

10.5.1.4.9 Set Image Limit

Each image that you have created has a small amount of size as reserve. It can be usable when you realize that you disk is nearly full and you need some more space to store your data. In this case it is possible to increase this image until this limit. The size of reserve depends on size of the image and file system used in this image.

Required disk size	File System	Reserve
From 5 MB to 8 MB inclusive	FAT12	10 % of disk size + 1 MB
From 8 MB to 256 MB inclusive	FAT16	10 % of disk size + 4 MB
Over 256 MB	FAT32	10 % of disk size + 20 MB

If you create a virtual disk with 512 MB of size then it will use FAT32 file system and you will be able to **increase the limit** until 512 MB + 51 MB + 20 MB what is 583 MB. This number is called the **maximum limit** and cannot be exceeded.



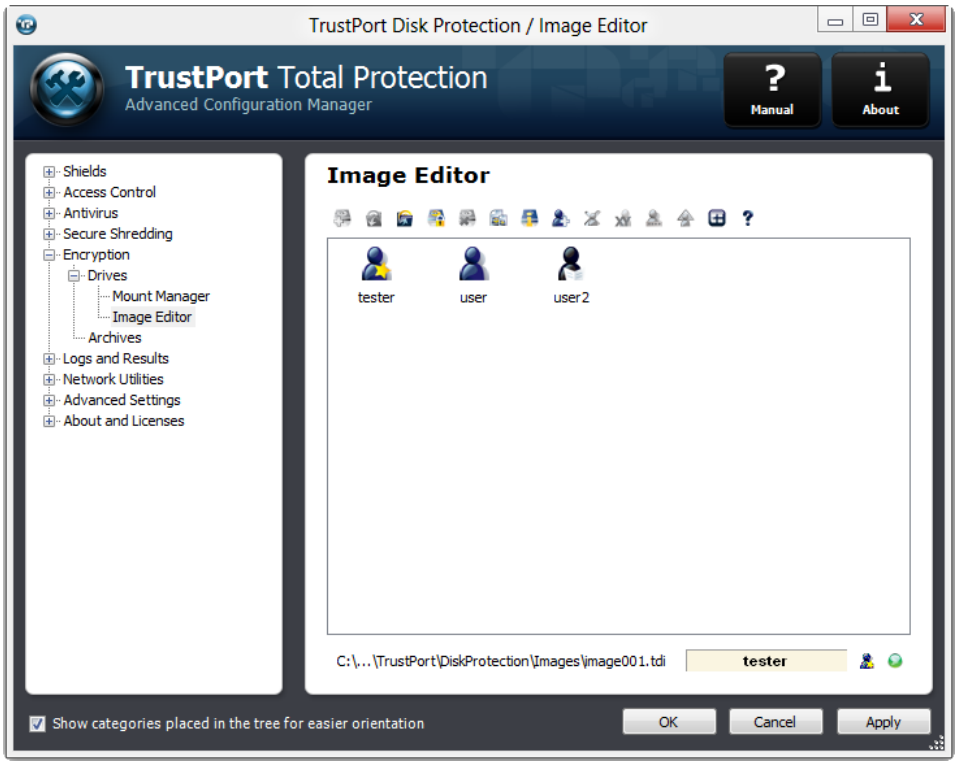
If you still need more space, you have to create new image file and copy all data to it. It is of course possible to increase the limit gradually, according to increasing requirements to disk space, it is not necessary to immediately set the maximum size. Minimum step of increasing limit is 1 MB. Values of both limits can be displayed in **Image Properties**.

This function is available for authenticated account with administrator privileges.

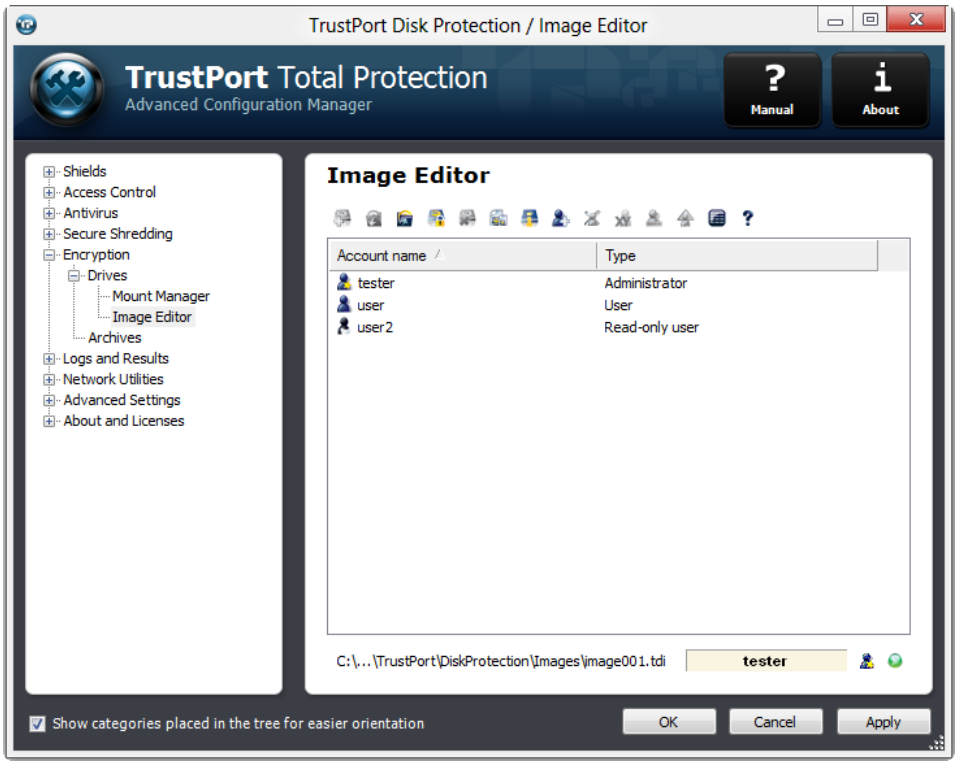
This function is available when this image file is not currently mounted. If is, then is necessary to unmount it first and try it again. «

10.5.1.4.10 Change View

Image editor can be switched to few different types of view: *Large icons* - user accounts are displayed as standard named icons, *Small icons*, *Simple list* and *Detailed list*.

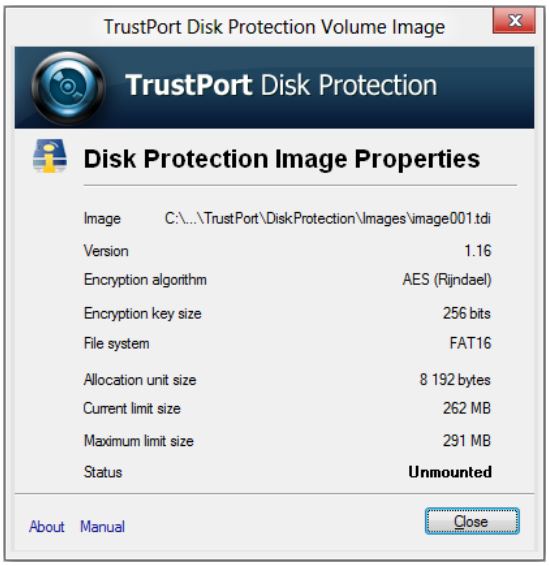


If you want to change the view then simply click the particular icon in the toolbar and choose a new view from the displayed list. «



10.5.1.4.11 Volume Image Properties

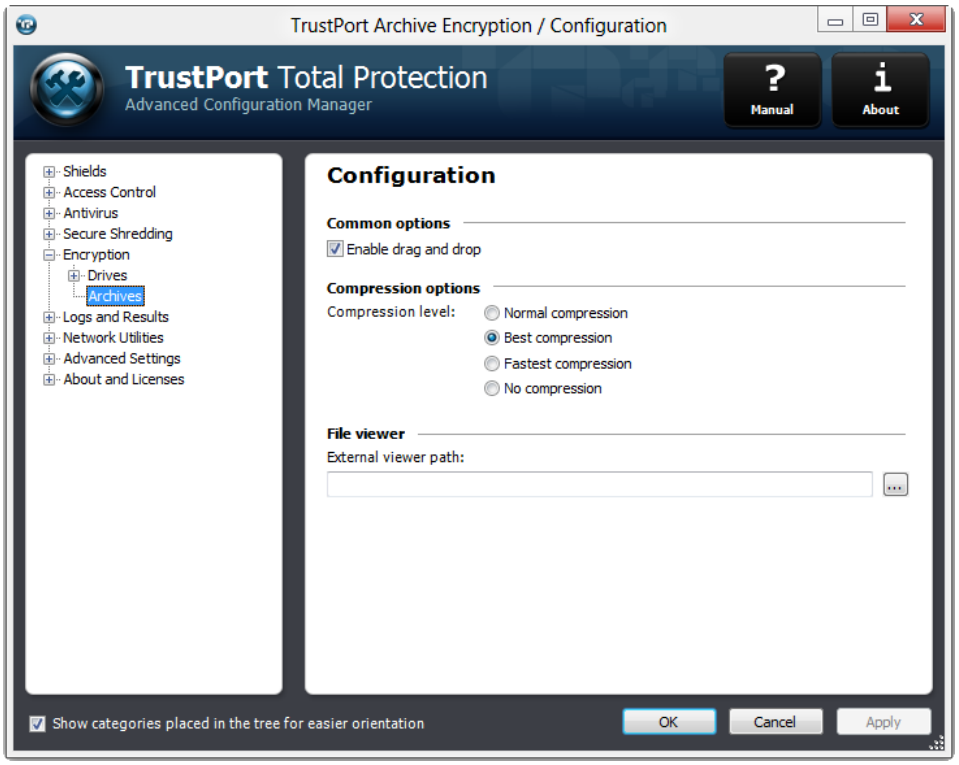
This window informs the user about an image and displays all available details about an image file:



- the image file version number
- encryption algorithm, which has been selected at the time of image creation
- encryption key size, it depends on selected encryption algorithm
- file system used for this image file, which depends on image file size. Image file with size equal or less than 8MB uses FAT 12 file system, an image with size equal or less than 256MB uses FAT16 file system and image up to 32GB uses FAT32 file system
- allocation unit size depends on used file system and selected image size
- actual limit size, which is current size of the image in megabytes and can be increased with use of **Image Editor**
- maximum limit size is maximum size that the image can be increased to
- status is the state of the image and can be Unmounted or Mounted «

10.5.2 Archives

You can edit the configuration of the TrustPort Archive Encryption. You can set-up Drag and Drop Properties for the CAR Manager window, choose between different compression levels or set the default viewer for encrypted files.



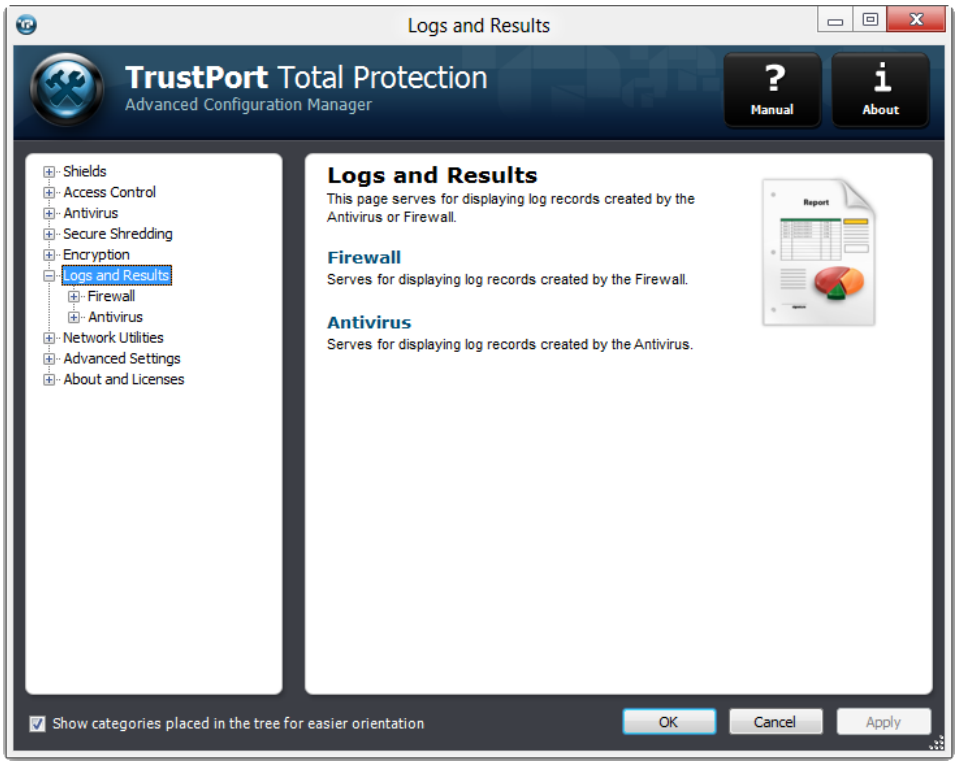
Drag and Drop function allows you to move files or folders automatically encrypting or decrypting them when you move them from and to encrypted archives.

When you want to view an encrypted archive you can select the file in the CAR Manager and click on the View file toolbar button or press F3 and CAR Manager will allow you to view the file using the selected viewer indicated in the Set-up configuration box or in Advanced Configuration Manager.

When you open a file this way it will be extracted to a temporary folder and after closing it, the temporary file will be securely deleted from there, so no traces of the extracted file will remain in the computer.
The user can choose any viewer but TrustPort recommends the use of "Lister" viewer (free download at http://www.ghisler.com/lister/). If you want to set or change the viewer, click on the **External viewer path** in the Set-up configuration box and a new window will pop-up where you can browse for and select the desired viewer. «

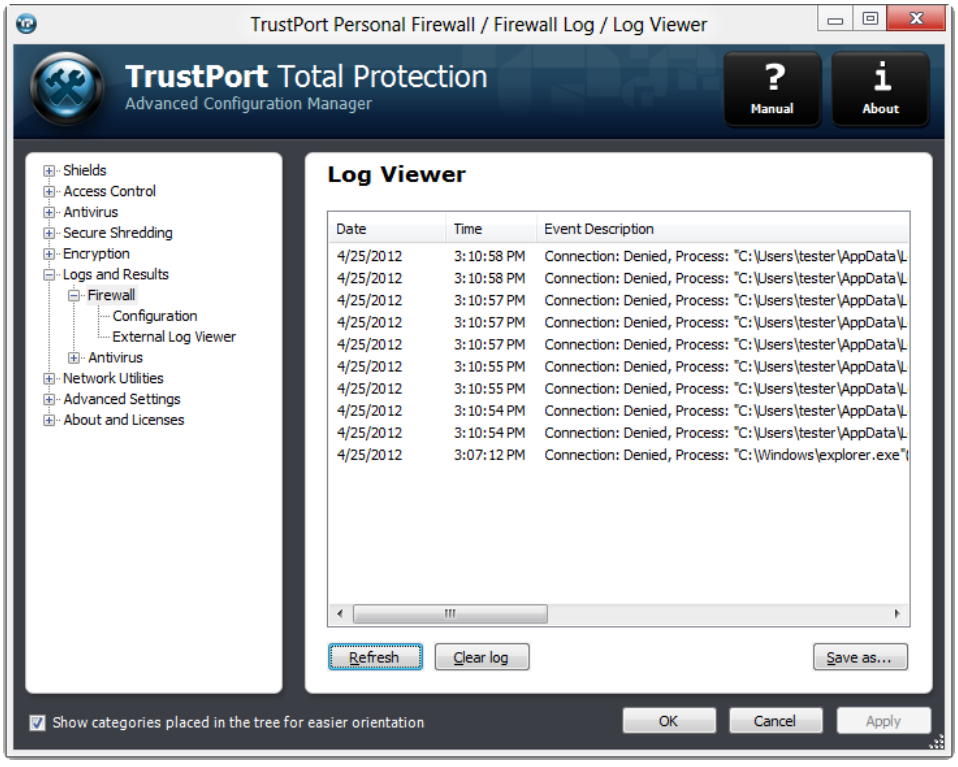
10.6 Logs and Results

On the Logs and Results tab, users can browse through all logs informing about activities performed by the Antivirus or Firewall.



10.6.1 Firewall

Page Firewall **Log Viewer** makes possible to display all the accessible logs from TrustPort Personal Firewall. On the first load of the page are loaded all the logs to the list. The newest log records are displayed in the highest position on the list.



Button **Refresh** serves for reload of the list of all log records.

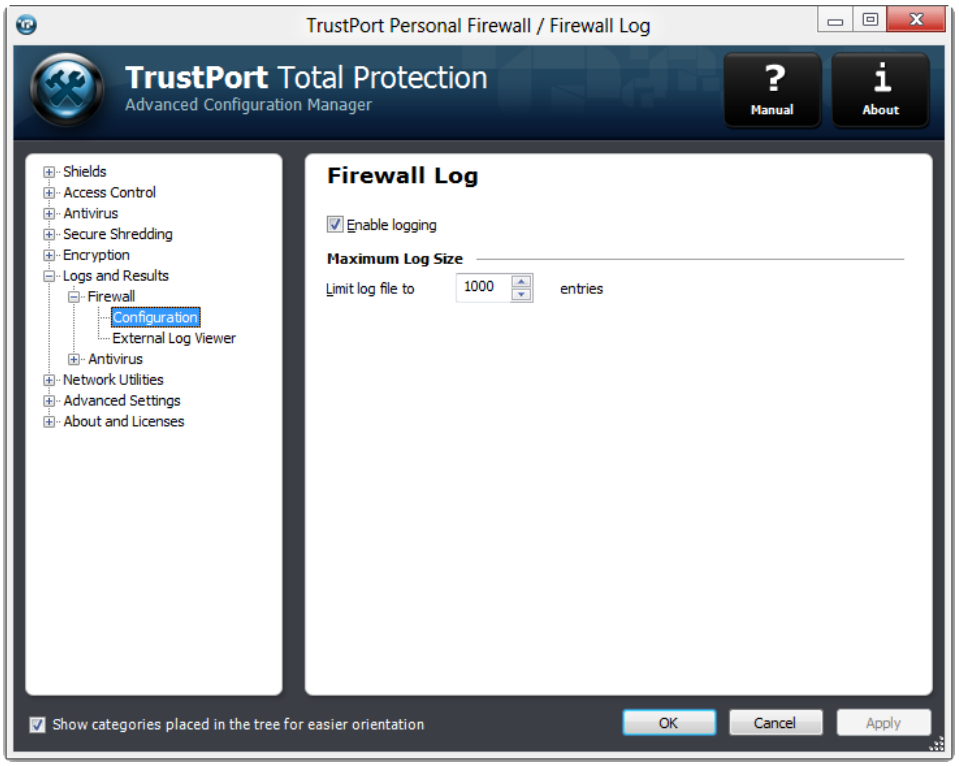
Button **Clear log** deletes all log records from the list. When the button is pressed, a dialog window is displayed so as the list cannot be deleted by mistake.

Button **Save as** serves for storage of the list of the log records to the file. The records are stored to the output file in text form, separated by semicolon, it is so called CSV format. A file created by this way can be further processed or viewed in another program that supports CSV format file (for example Microsoft Excel). If the file already exists, a confirm dialog window is displayed for file overwriting. «

10.6.1.1 Firewall log configuration

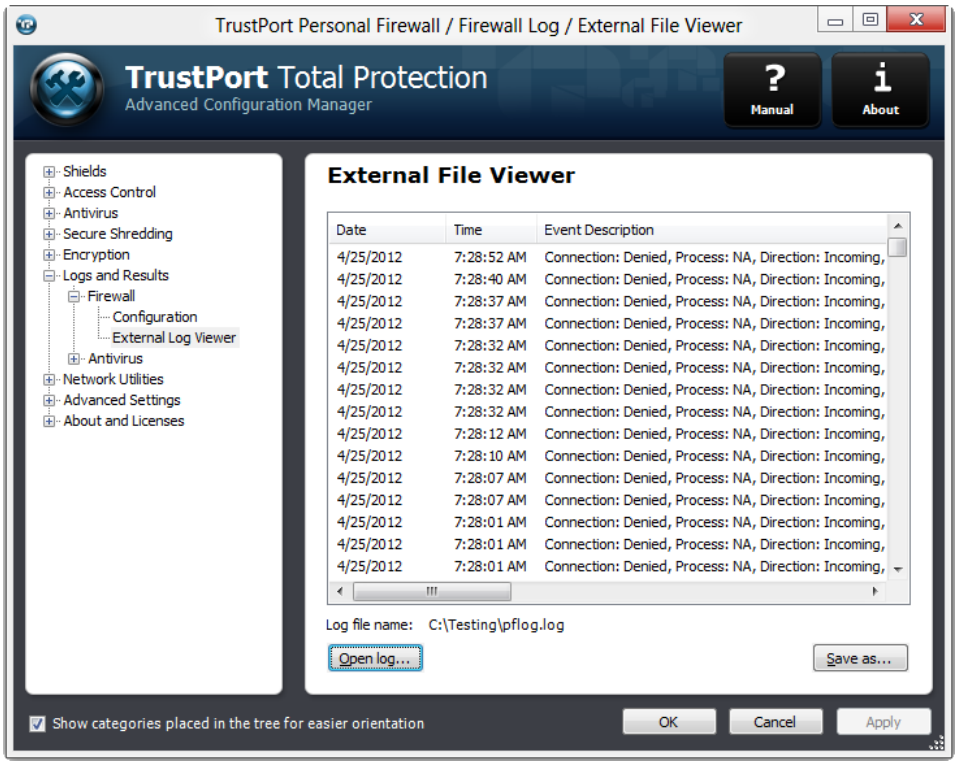
Page Firewall logging serves for feature setting of logging. Option **Enable firewall logging** determines if TrustPort Personal Firewall should log the messages or not. This option is set by default and the firewall carries out the logging of all necessary events.

The number of logged records for storage can be influenced by the option **Limit log file**. It is possible to preset how many records can be stored as maximum. «



10.6.1.2 External File Viewer

Page External Log Viewer enables to view any file with logged records of TrustPort Personal Firewall application. The newest log records are displayed in the highest position on the list.


TrustPort Personal Firewall / Firewall Log / External File Viewer
TrustPort Total Protection
Advanced Configuration Manager
Manual
About
Shields
Access Control
Antivirus
Secure Shredding
Encryption
Logs and Results
Firewall
Configuration
External Log Viewer
Antivirus
Network Utilities
Advanced Settings
About and Licenses
External File Viewer
Date
Time
Event Description
4/25/2012 7:28:52 AM Connection: Denied, Process: NA, Direction: Incoming,
4/25/2012 7:28:40 AM Connection: Denied, Process: NA, Direction: Incoming,
4/25/2012 7:28:37 AM Connection: Denied, Process: NA, Direction: Incoming,
4/25/2012 7:28:37 AM Connection: Denied, Process: NA, Direction: Incoming,
4/25/2012 7:28:32 AM Connection: Denied, Process: NA, Direction: Incoming,
4/25/2012 7:28:32 AM Connection: Denied, Process: NA, Direction: Incoming,
4/25/2012 7:28:32 AM Connection: Denied, Process: NA, Direction: Incoming,
4/25/2012 7:28:32 AM Connection: Denied, Process: NA, Direction: Incoming,
4/25/2012 7:28:12 AM Connection: Denied, Process: NA, Direction: Incoming,
4/25/2012 7:28:10 AM Connection: Denied, Process: NA, Direction: Incoming,
4/25/2012 7:28:07 AM Connection: Denied, Process: NA, Direction: Incoming,
4/25/2012 7:28:07 AM Connection: Denied, Process: NA, Direction: Incoming,
4/25/2012 7:28:01 AM Connection: Denied, Process: NA, Direction: Incoming,
4/25/2012 7:28:01 AM Connection: Denied, Process: NA, Direction: Incoming,
4/25/2012 7:28:01 AM Connection: Denied, Process: NA, Direction: Incoming,
Log file name: C:\Testing\pflog.log
Open log...
Save as...
Show categories placed in the tree for easier orientation
OK
Cancel
Apply

Button **Open log** serves to open the file with logged records and for the list loading. During the file loading there is displayed a dialog window with the process indication.

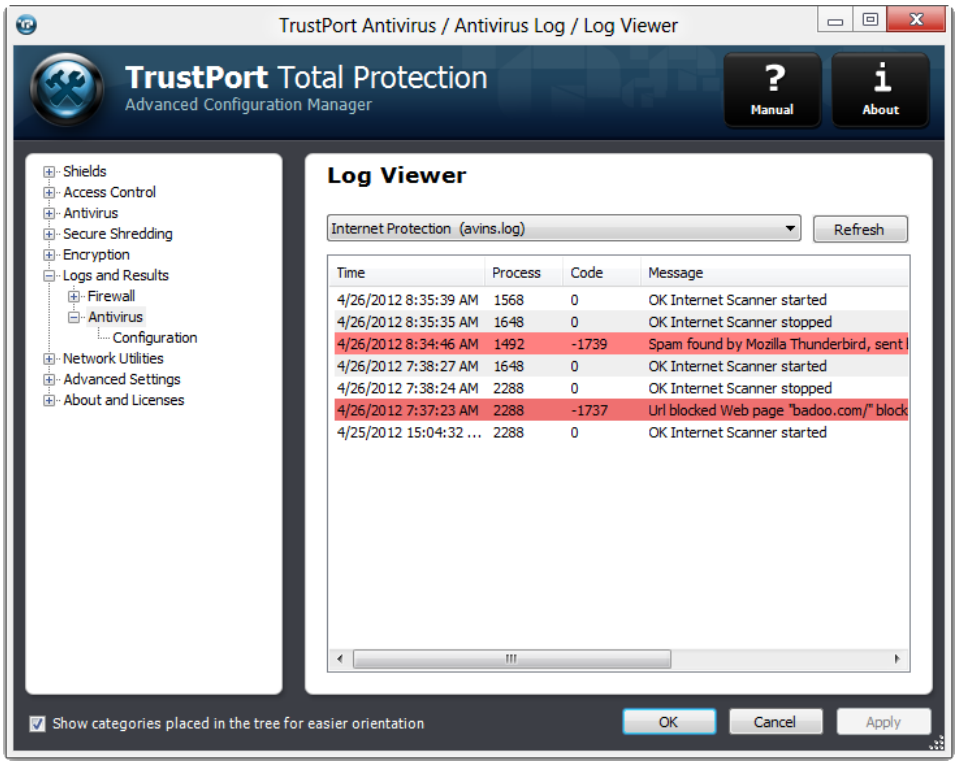
Button **Save as** serves for storage of the list of the log records to the file. The records are stored to the output file in text form, separated by semicolon, it is so called CSV format. A file created by this way can be further processed or viewed in another program that supports CSV format file (for example Microsoft Excel). «

10.6.2 Antivirus

The Log is the antivirus software feature that enables gaining detailed information about activities and tasks that were done. You can return to them and check them in order to check the computer or the antivirus software status. All the logged information is stored into files in the **log** directory in the installation directory.

The list of logs of the selected scanning source is displayed on this page. You can choose from the following **logging sources**:

- On-Demand Scanner
- On-Access Scanner
- Internet Protection
- Antivirus Updater
- Antivirus System



For every log there is its time, process identification code, action code and plain text description of the event.

Logs of critical events are highlighted by dark colour (e.g. a virus was not repaired). Pink colour is used for performed action (e.g. a file was quarantined).

10.6.2.1 Log settings

On this page you can enable/disable the log by checking/unchecking the **Enable logging** option. It is implicitly enabled.

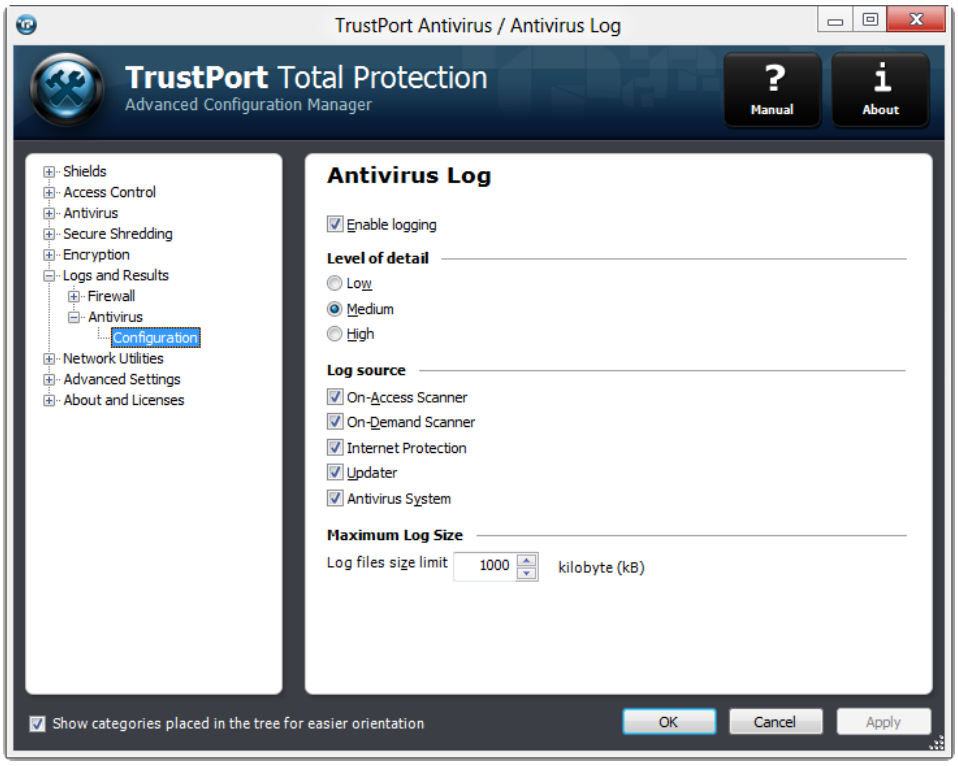
Using the option **Level of detail** you can set how detailed the logging should be:

- **Low** - no details will appear in log.
- **Medium** - the log of the antivirus software activity will contain only the basic information of done actions. This is the default level of the log.
- **High** - the log of the antivirus software will contain a detailed description of done actions.

The **Log source** options allow you to select which program functions you want to log information of:

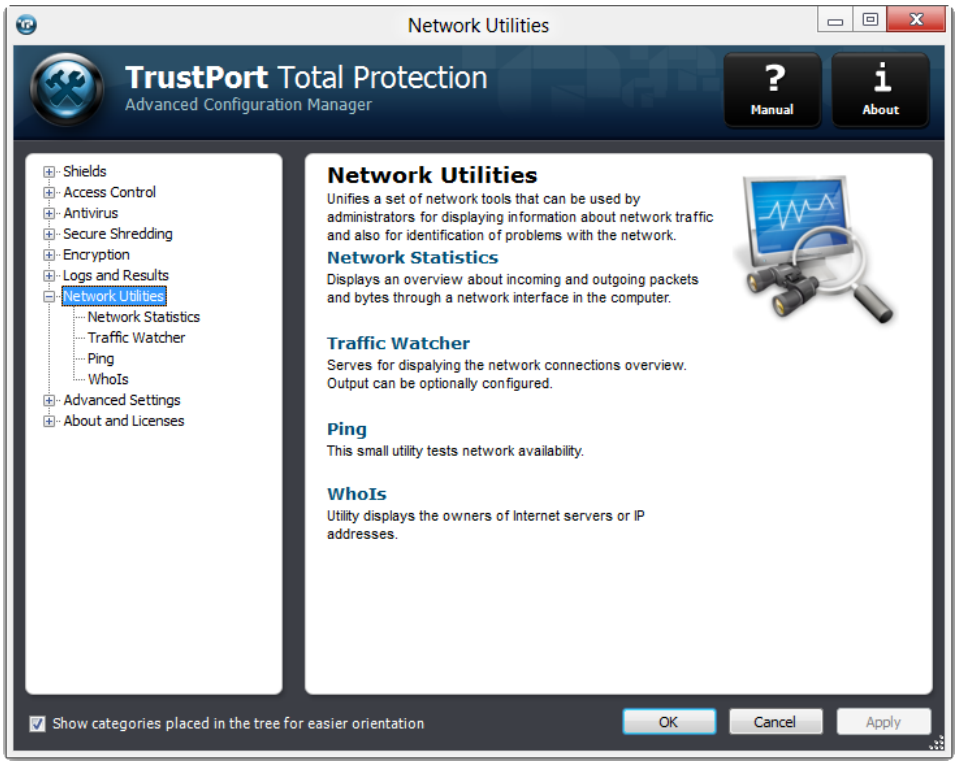
- **On-Access Scanner** - events related to the On-Access Scanner are recorded into the **avoas.log** file.
- **On-Demand Scanner** - events related to the On-Demand Scanner are recorded into the **avods.log** file.
- **Internet Protection** - events related to the Internet Protection are recorded into the **avins.log** file.
- **Updater** - events related to updating are recorded into the **avupd.log** file.
- **Antivirus System** - events that are not related to any of the previous parts (e.g. scheduler) are recorded into the **avsys.log** file.

The **Log files size limit** option allows you to set the maximum log file size (in kilobytes). Events will be logged into this file. The default value is 1 000 kB. In case of exceeding the predefined file size, it will be shortened by removing the oldest records.



10.7 Network Utilities

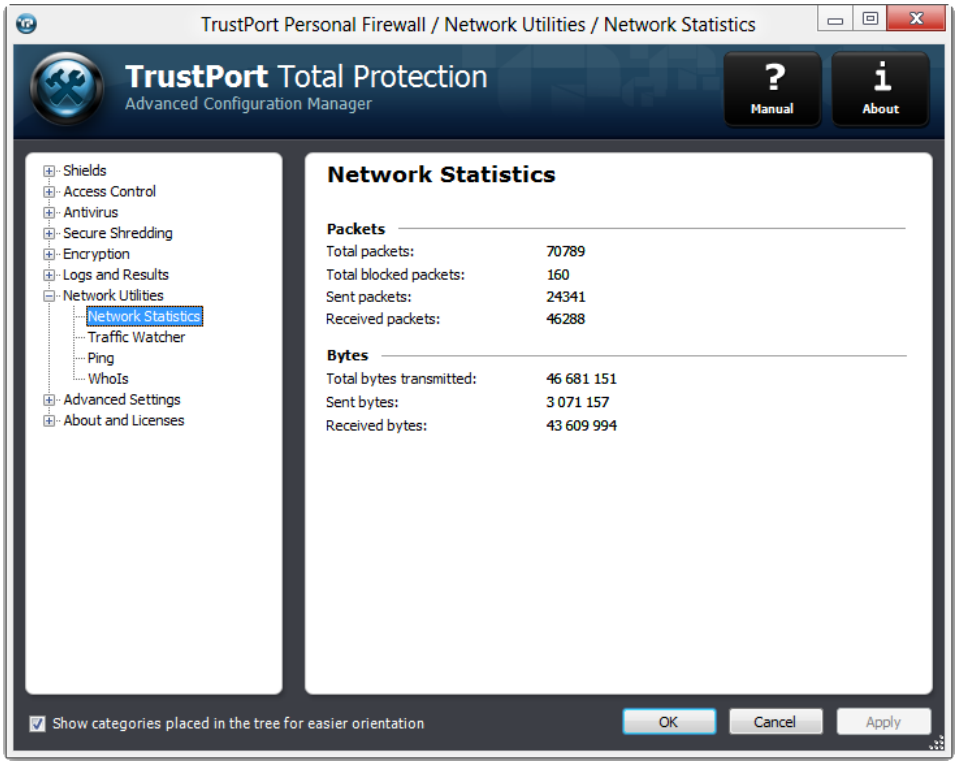
Network Utilities include a set of useful network tools allowing users to trace network statistics, network connections, verify accessibility of certain IP addresses or to gain information about internet domains. «



10.7.1 Network Statistics

Page Network Statistics serves for display of basic information about the number of transmitted packets and bytes:

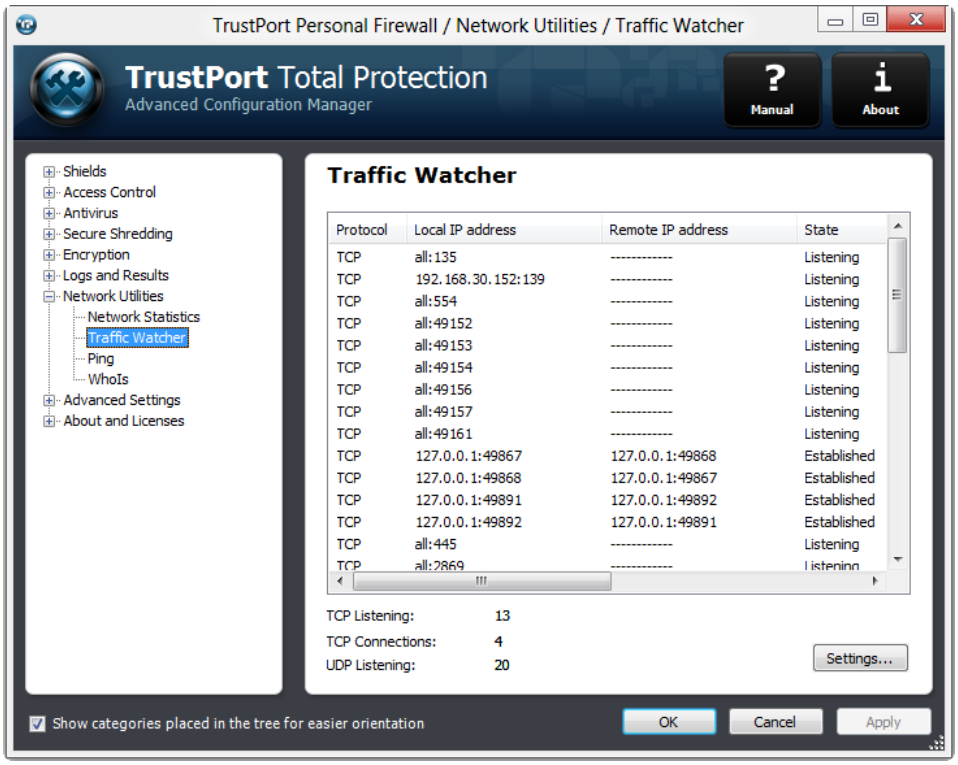
- **Total packets -** The total number of all outgoing and incoming packets transmitted via all network interfaces in the computer.
- **Total blocked packets -** The total number of all outgoing and incoming packets that were blocked by application TrustPort Personal Firewall on all network interfaces in the computer.
- **Sent packets -** The total number of approved sent packet via all network interfaces in the computer.
- **Received packets -** The total number of approved received packets via all network interfaces in the computer.
- **Total bytes transmitted -** The total number of all sent and received bytes via all network interfaces in the computer.
- **Sent bytes -** The total number of sent bytes via all network interfaces in the computer.
- **Received bytes -** The total number of received bytes via all network interfaces in the computer. «



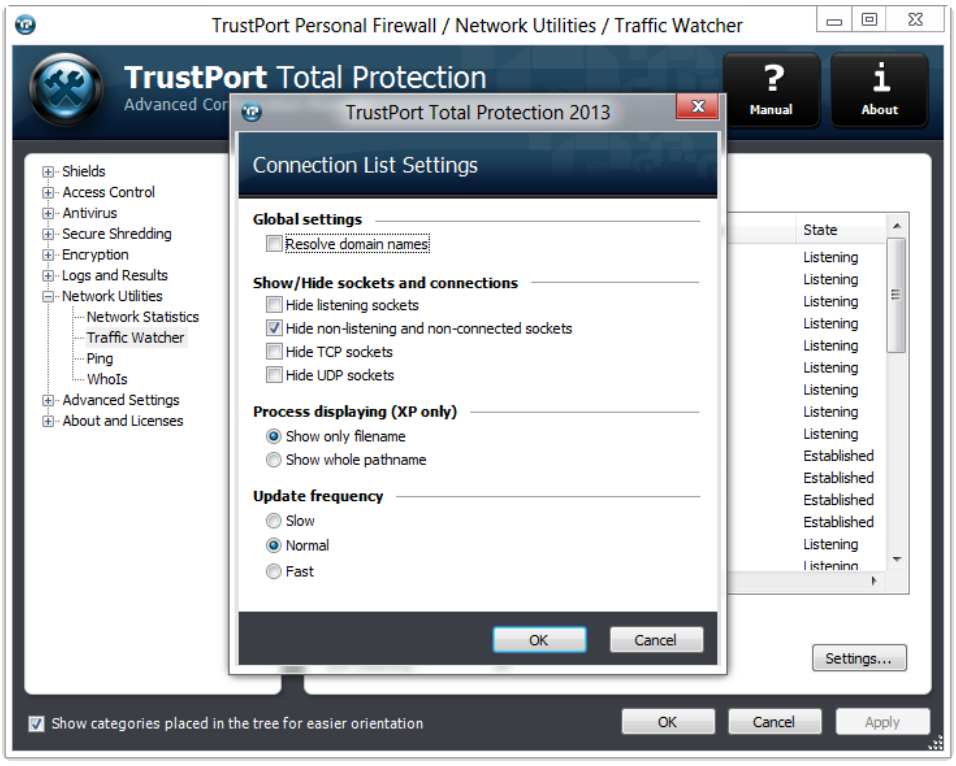
10.7.2 Traffic Watcher

Page Traffic Watcher serves for display of active network TCP/IP connection list. All active connections are displayed in a transparent table that is renewed periodically. In the table are displayed information such as protocol, state, local and remote address and relevant ports. On Windows XP there is moreover displayed information saying which application works with the network connection.

Under the table there is displayed a brief statistics containing information how many TPC connections are active and how many TCP or UDP connections are waiting for the connection.



TrustPort Personal Firewall application enables to edit some features of active network connections display. To edit the feature display, press the button **Settings**.



In this dialog window it is possible to set features for list of active network connections display:

- **Enable DNS resolving -** all IP addresses will be displayed as domain names. If this option is on, the display refreshing may take more time.
- **Hide listening sockets -** all the listening ports stop displaying.
- **Hide non-listening and non-connected sockets -** only active connections and listening ports will be displayed.

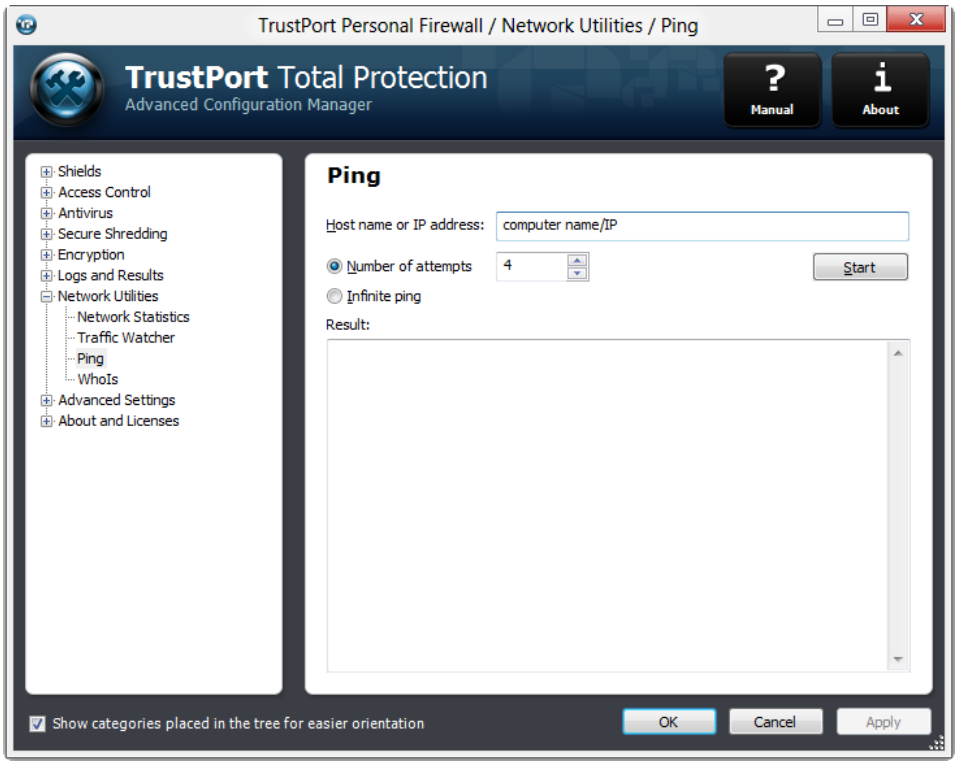
- **Hide TCP connections -** all the items for TCP are hidden.
- **Hide UDP connections –** all the items for UDP are hidden.
- **Show only file name -** the name of the communication process will be displayed only as a name of an executable file without the complete path to the file. The name display is allowed only on systems Windows XP and higher.
- **Show whole pathname -** there will displayed a complete path by the names of communicating processes. The display of names of communicating processes will be permitted only on the system Windows XP and higher.
- **Update frequency - Slow -** sets slow refreshing frequency. The list will be refreshed each two seconds.
- **Update frequency - Normal –** sets normal refreshing frequency. The list will be refreshed each second. This option will be set as default one.
- **Update frequency - Fast -** fast refreshing frequency. The list will be refreshed twice in one second. «

10.7.3 Ping

Page Ping is a part of the network utilities and it serves for verification of a certain IP address or host machine accessibility. The tool Ping can find out even the numbers of the wrong/non-deliverable transmitted via the network. It is also possible to find out the time required for reach of the host computer. Tool Ping sends ICMP packets (requirements) of certain size in certain time intervals. The host computer receives these packets and sends them back as answers. If everything is all right, then there is the same number of the returned answers as of the sent requirements. If the answer is not given back in a certain time limit, this requirement is taken for lost.

The editing field **Host name or IP address** serves for the host name, such as for example www.trustport.com or IP address that has form X.X.X.X. If this field is not filled in, then it is not possible to startup the tool Ping.

The switching element Number of retries and Infinite ping serve for determination how many Ping requirements there should be sent to the host computer. Option **Infinite ping** ensures that the sending of Ping requirements will be going on till the user presses the **Cancel** button. Option **Number of attempts** enables to determine how many Ping requirements should be sent to the host computer. Startup of sending Ping requirements is done by button **Start** and finish of sending Ping requirements can be done any time by button **Cancel**.



If the answer to the sent requirement is received, there is displayed information that contains the following: who was the answer received from, what is the size of the received ICMP packet and what time passed between the requirement and the answer. If the answer was not delivered in the given time limit, then information about this event is displayed.

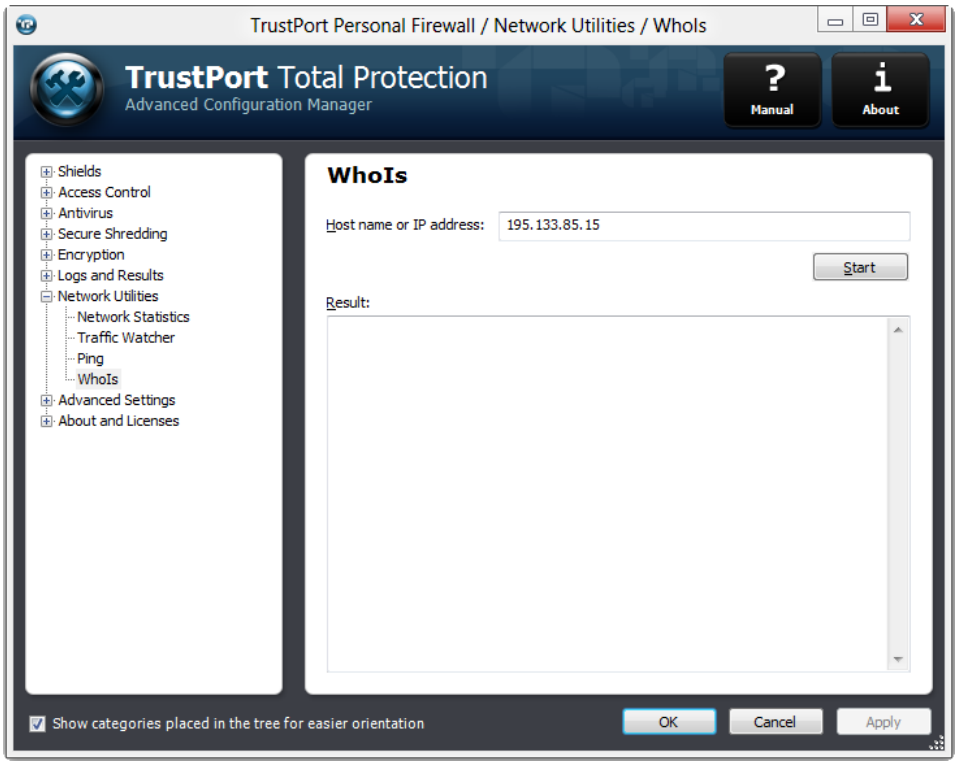
When the Ping requirement sending is finished, the tool Ping analyses the sent requirements and the received answers and displays a brief statistics. The statistics contains the number of sent and received packets and the number of lost packets including the percentual formulation. Next there is displayed the shortest time between the sent requirement and the answer reception. There is also displayed the longest time and the medium time.

Note! If the TrustPort Personal Firewall configuration does not permit the sending and receiving of ICMP connections, then the tool Ping will not work. If you want to use this service, create Firewall rule that enables you to receive and send the ICMP connections (to allow incoming and outgoing connection with the help of ICMP protocol). «

10.7.4 WhoIs

Page WhoIs is a part of network tool pack and it serves for acquiring information about Internet domain. Each Internet domain has its owner and technical administrator and it must be registered in domain register of the highest level. Each register have a database of registered domains with information about the owners and more. All these information are public and accessible via the service WhoIs. Client WhoIs is a tool that connects to WhoIs server and it gets from here information about the given domain or object. Some domains or objects can be removed out of WhoIs database but these are mostly exception.

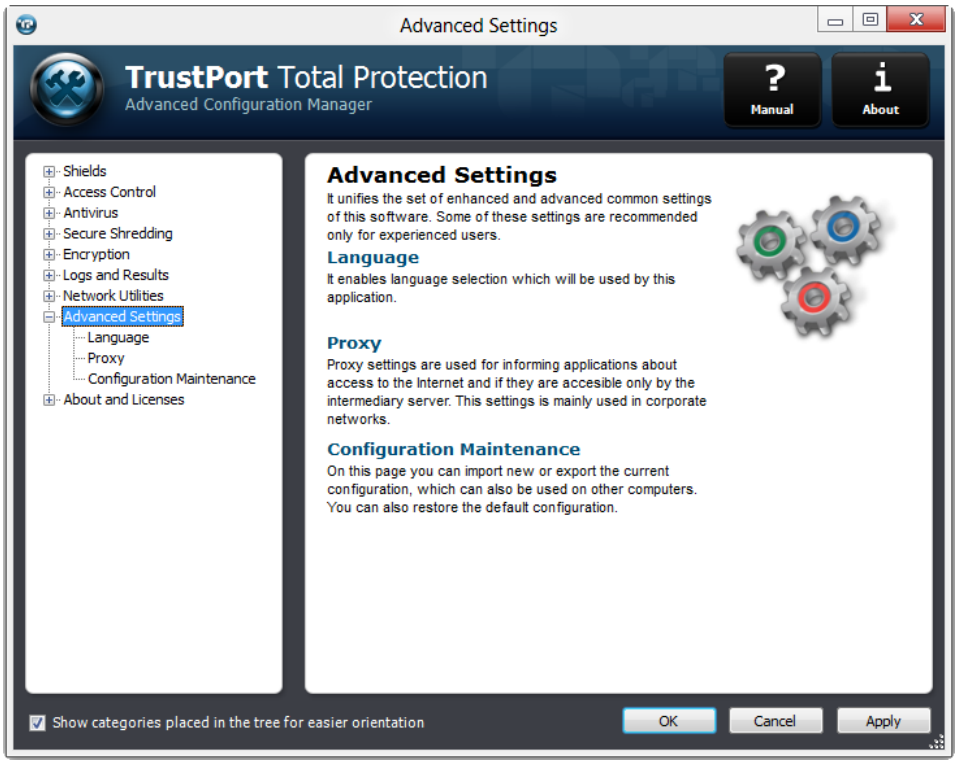
Into editing field **Host name or IP address** is entered a host name, for example www.trustport.com or IP address that has the following form X.X.X.X. If the field is not filled in, then it is not possible to start the tool WhoIs. Host address must be in the following form domain.xy (for example trustport.com) so it means only domains of the first and second level, all the other levels will be automatically trimmed and they will not be used during searching.



Note! If there is not allowed the outgoing TCP connection on port 43 in TrustPort Personal Firewall configuration, the tool WhoIs will not function. If you want to use this service, create firewall rule that enables you to use outgoing TCP connection on port 43. «

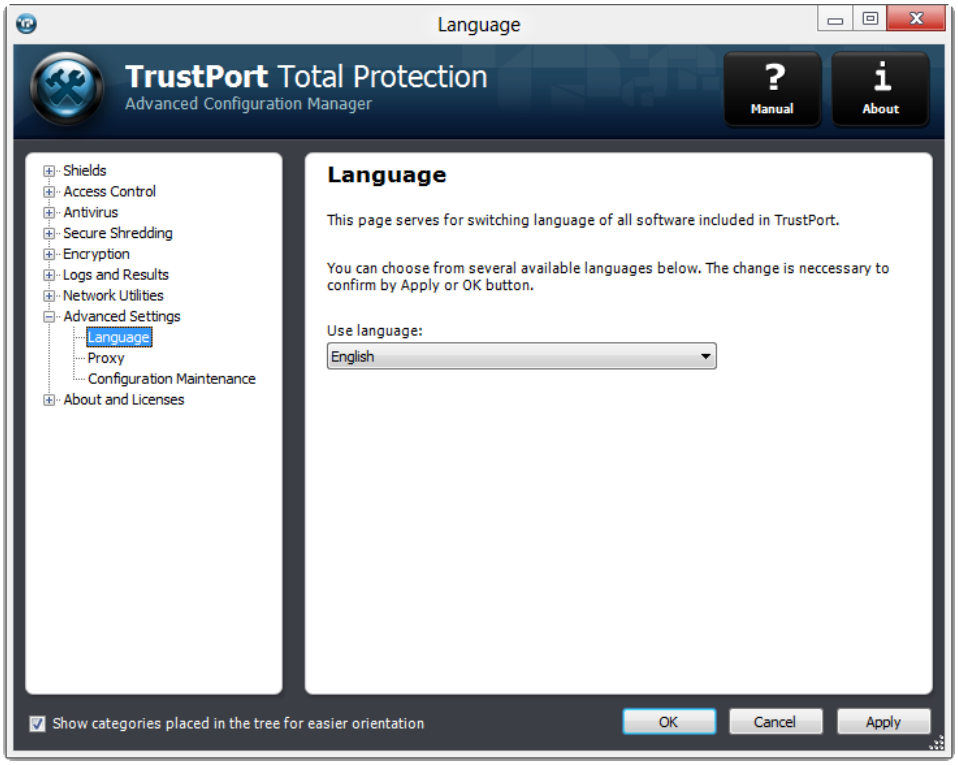
10.8 Advanced Settings

Advanced settings include tabs for language selection, the import or export of configurations, setting of proxy servers and restoring default configuration.

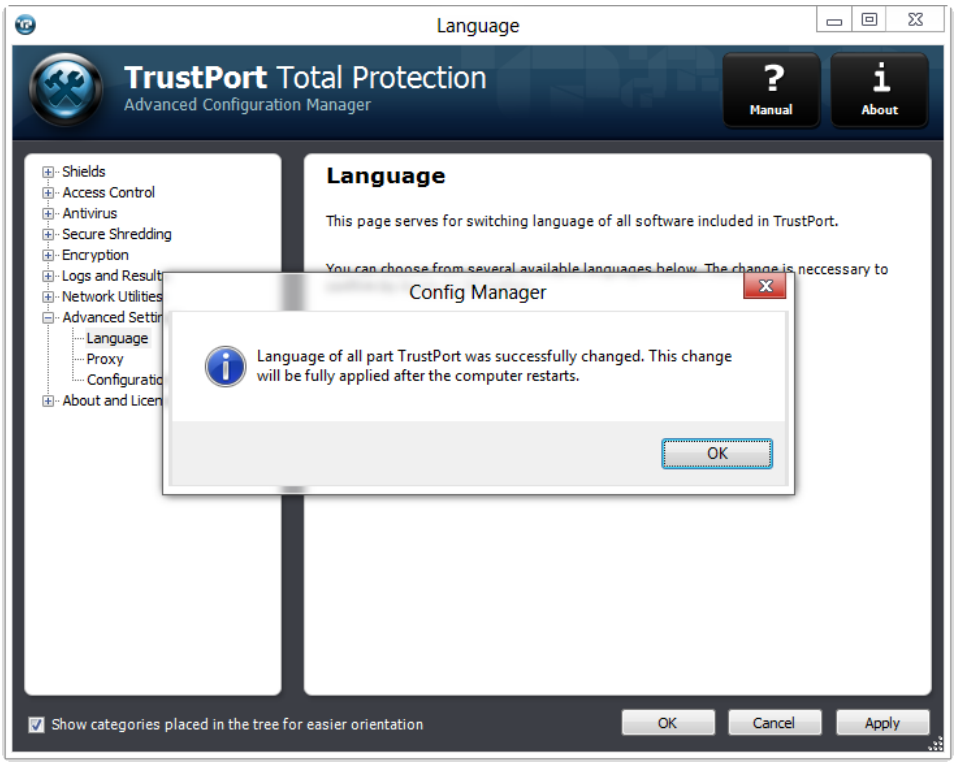

Advanced Settings
TrustPort Total Protection
Advanced Configuration Manager
Manual
About
Shields
Access Control
Antivirus
Secure Shredding
Encryption
Logs and Results
Network Utilities
Advanced Settings
Language
Proxy
Configuration Maintenance
About and Licenses
Advanced Settings
It unifies the set of enhanced and advanced common settings of this software. Some of these settings are recommended only for experienced users.
Language
It enables language selection which will be used by this application.
Proxy
Proxy settings are used for informing applications about access to the Internet and if they are accesible only by the intermediary server. This settings is mainly used in corporate networks.
Configuration Maintenance
On this page you can import new or export the current configuration, which can also be used on other computers. You can also restore the default configuration.
Show categories placed in the tree for easier orientation
OK
Cancel
Apply

10.8.1 Language configuration

On this page you can set the language version. The default language that is selected is the one you chose at the beginning of the installation.

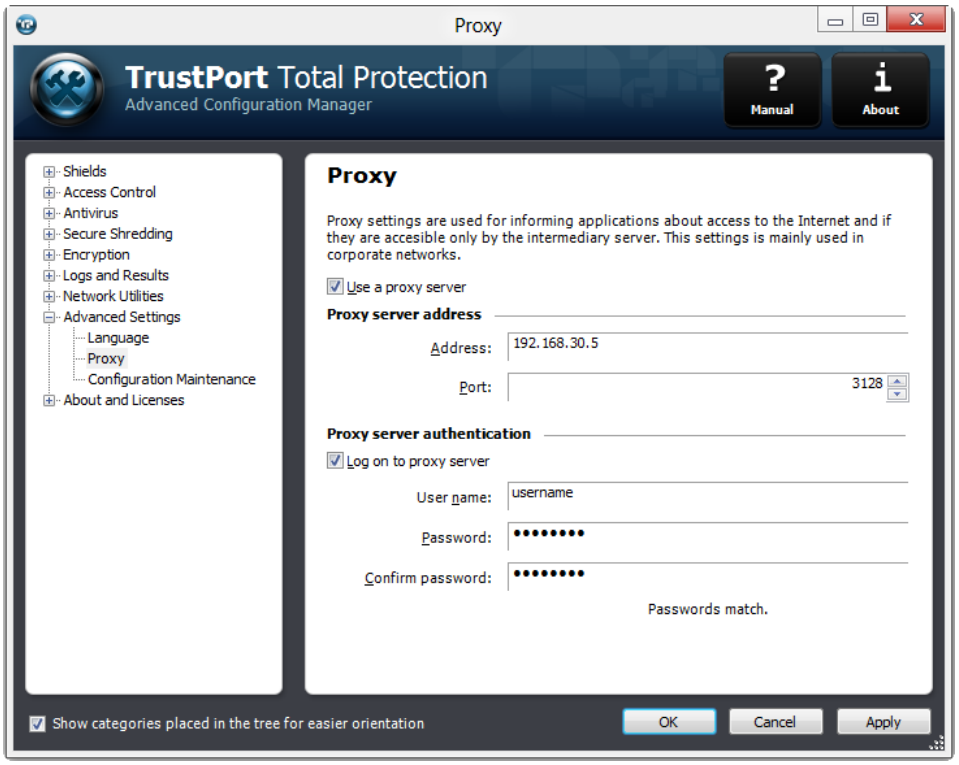


In the list of languages, all available language versions are displayed. If you change the selected language, it is necessary to save the setting by pressing **Apply** or **OK**. After this occurs, a window will appear stating that the computer needs to restart. This procedure is necessary for correct implementation of the selected language to all parts of the product.



10.8.2 Proxy

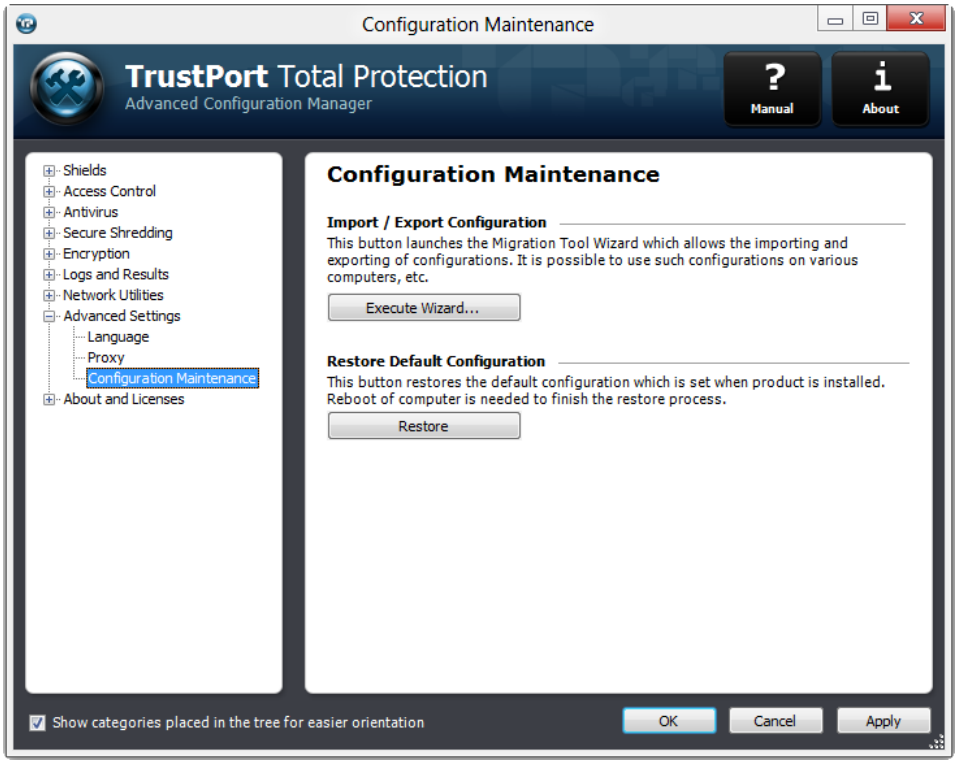
Proxy server access settings can be done by checking the checkbox **Use a proxy server**. Next, it is necessary to enter the proxy server address and port, which will be used to communicate with the server.



If identification with a username and password is required, these details are entered into the **Log on to proxy server** part.

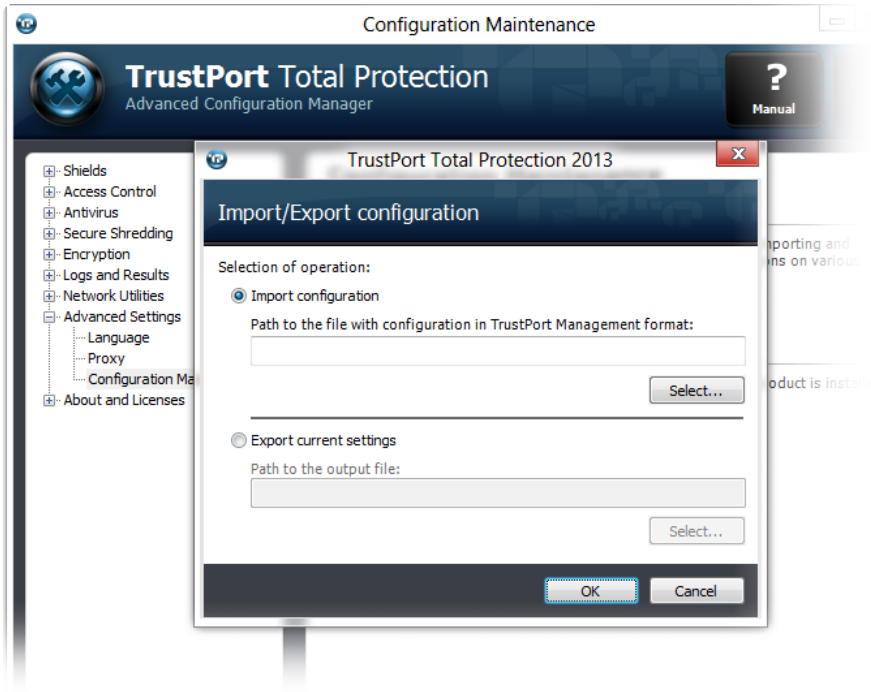
This setting is applied mainly in secured corporate networks.

10.8.3 Configuration Maintenance

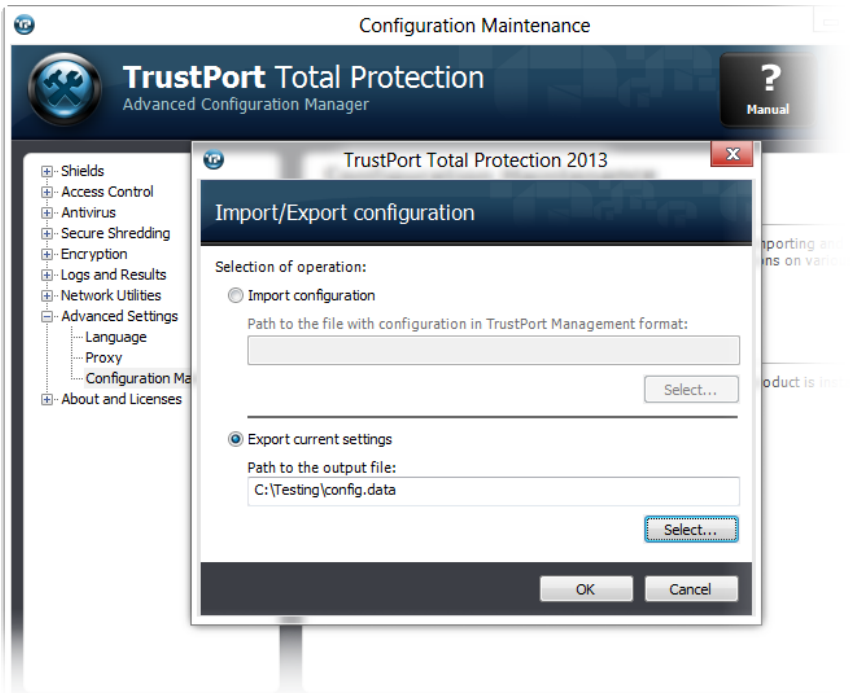


Configuration Import or Export is done through the **Execute Wizard** button.

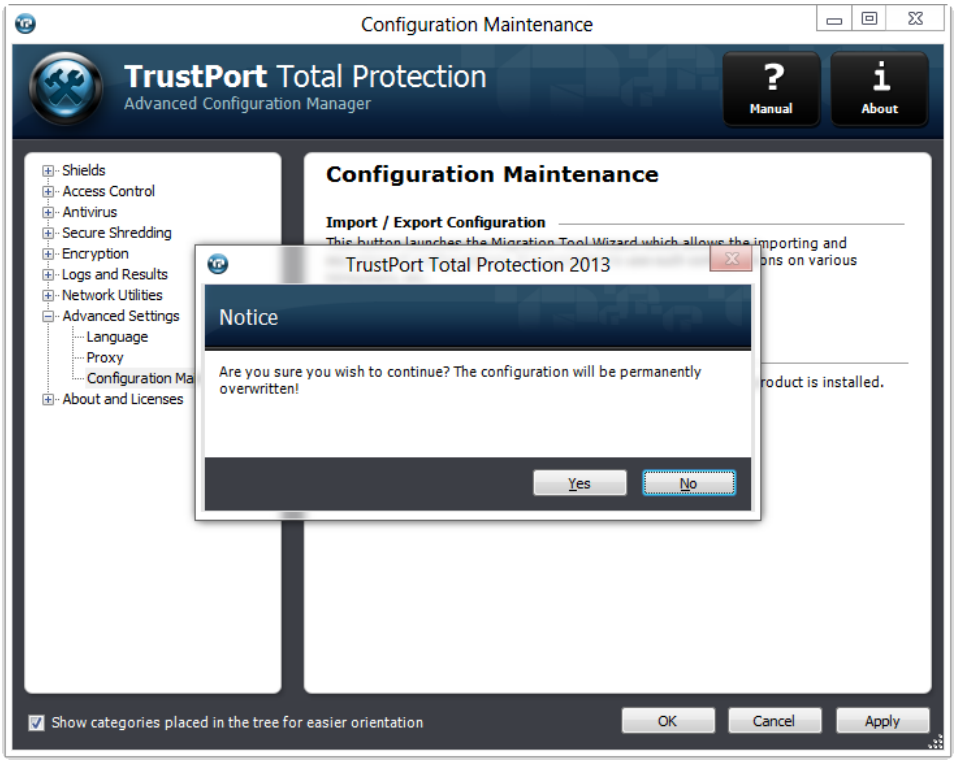
During the import, a file containing TrustPort Management format (.data) configuration is selected from the computer using the **Select** button.



During the export, a location where the file should be stored in the computer is selected and a required name is entered into the dialog window. The import or export itself is performed after clicking on the OK button.



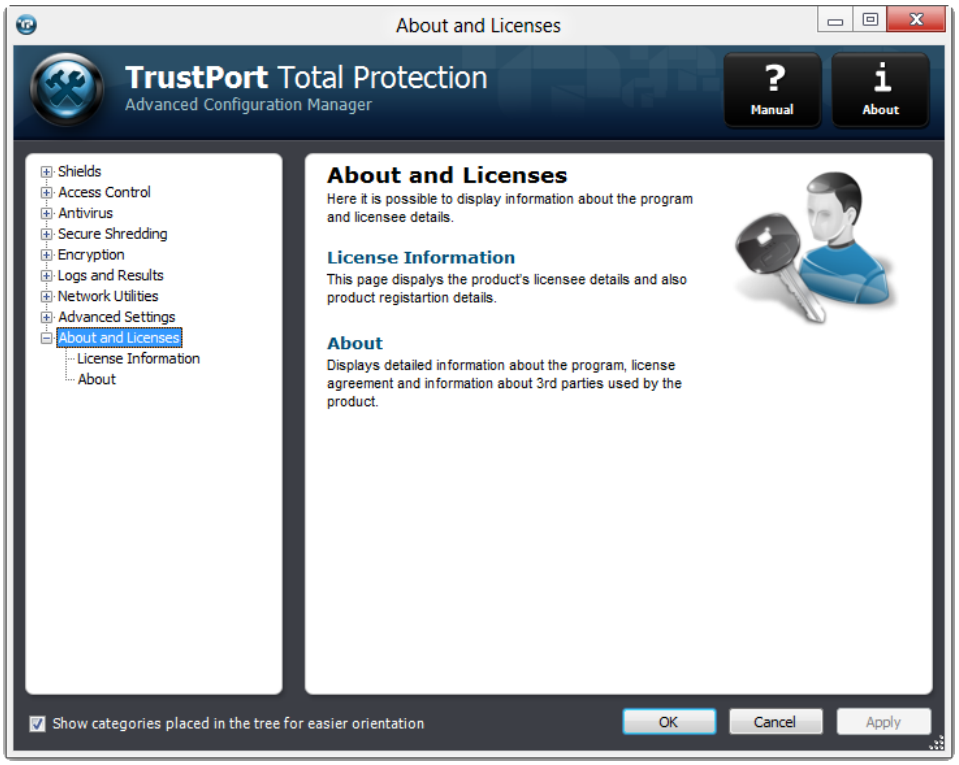
Restoring default configuration (restoring default settings, which were used during product installation) is performed by **Restore** button. The process needs to be confirmed in the following dialog window.



To finish the configuration restore successfully, it is necessary to restart the computer.

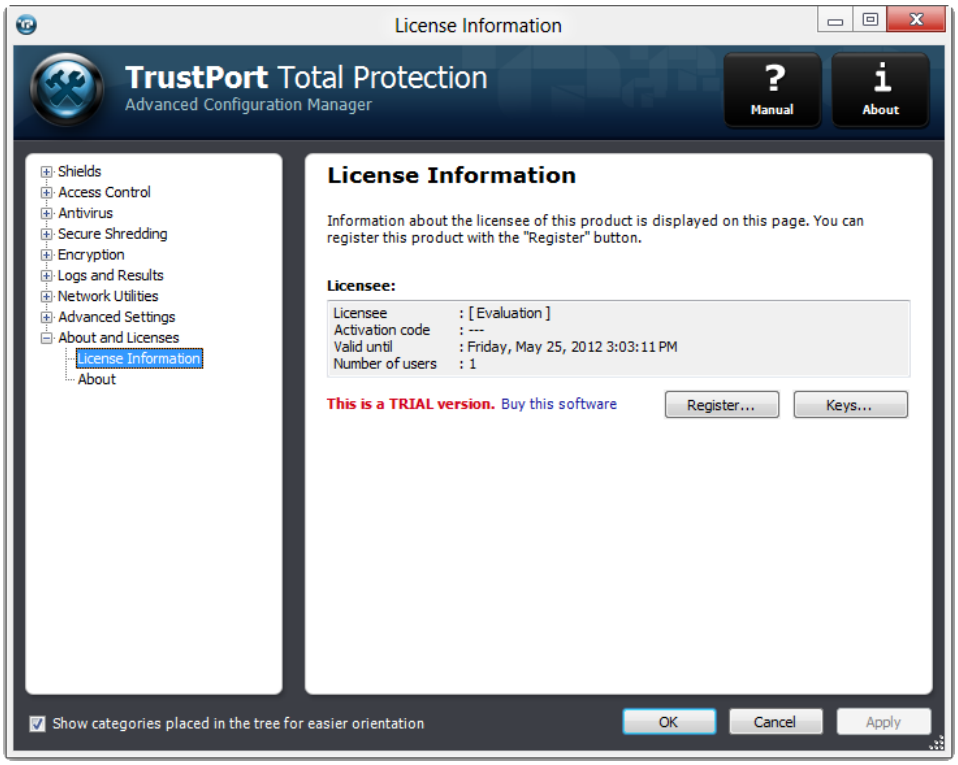
10.9 About and Licenses

This tab displays information about the product, including its version, as well as information about the current license.



10.9.1 License Information

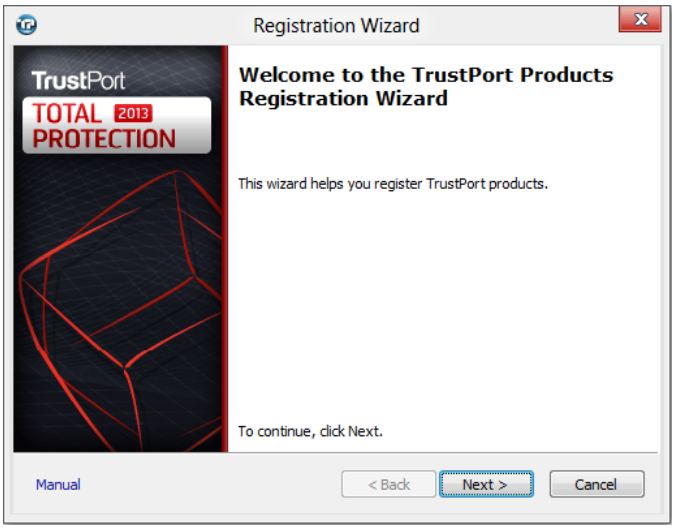
The License Information tab displays information about the current license, including its expiration date. Buttons below are used to register the product using a simple wizard (**Register** button) and to display the list of installed license keys (**Keys** button).



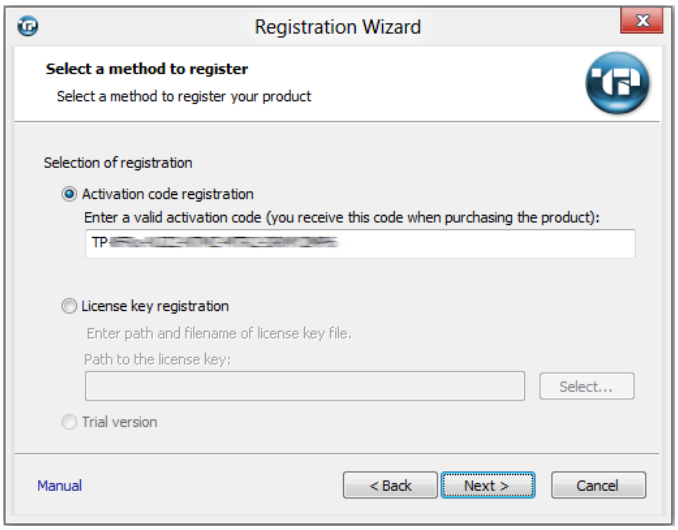
The standard trial version can be used for 30 days free of charge, but if you want to use the software over this period, you will have to purchase a full license registration.

Product Registration

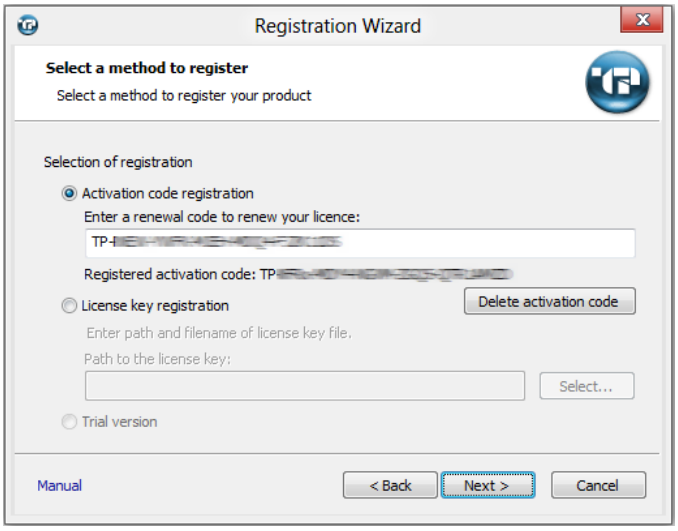
The **Register** button will begin the **TrustPort Registration Wizard**. With the help of the Wizard you can register any TrustPort products in just a few simple steps.



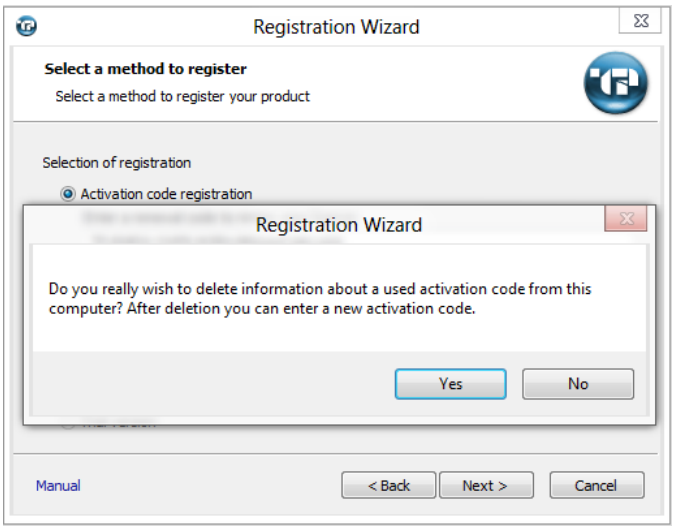
In the next window choose the method of registration. If you have a license key, choose the second option and enter the path to the license key file (e.g. c:\Downloads\keys\antivir.key). If you have an activation code which you have acquired by purchasing the product, choose the first option and insert it into the field for registration. The Registration Wizard will liaise with the company server to confirm the activation code.



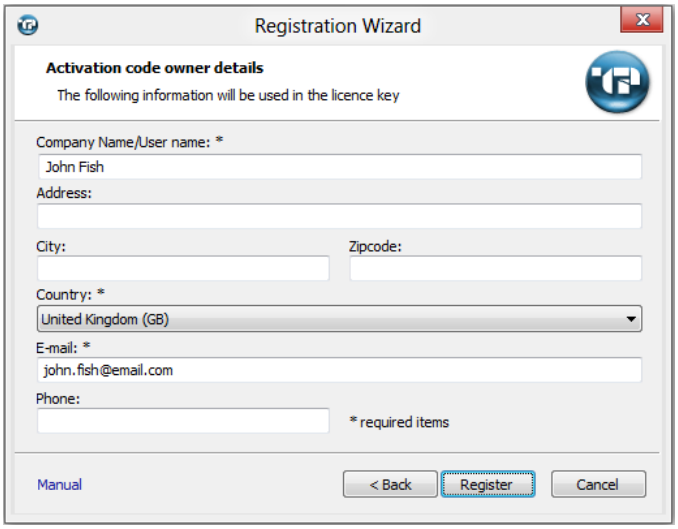
If the product has been registered with an activation code, here is the opportunity to extend its validity with the help of a renewal code. This code can be purchased from TrustPort partners (current list can be found on the TrustPort company **website**). Under the field where the code is written, the activation code whose validity is to be extended is also listed.



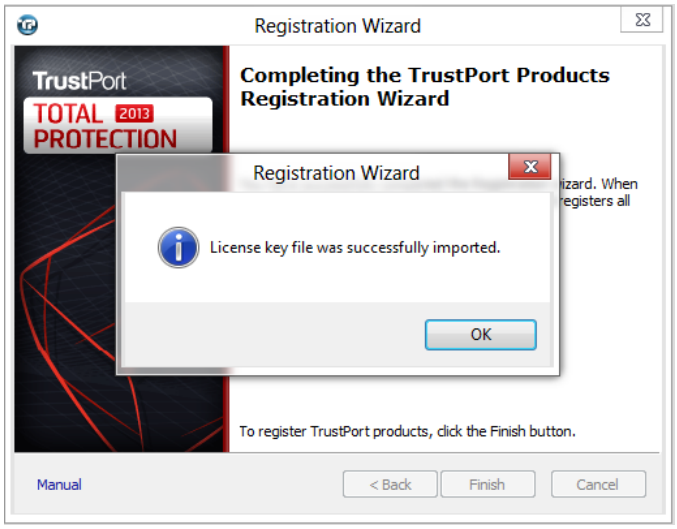
If for some reason you do not want to extend your current license and have purchased a new activation code, use the **Delete activation code** button and confirm this intention in the window. This will remove all information about the used activation code from this computer. **Attention!** By pressing this button there will be no removal or invalidation of the activation code from TrustPort's side. This is only to eliminate the record from the computer.


Registration Wizard
Select a method to register
Select a method to register your product
Selection of registration
Activation code registration
Registration Wizard
Do you really wish to delete information about a used activation code from this computer? After deletion you can enter a new activation code.
Yes
No
Manual
< Back
Next >
Cancel

The window **Activation code owner details** will appear only in the case that TrustPort products are being registered with this activation code for the first time. To advance minimum fields of **Company Name/User Name**, **Country** and **E-mail** are required.

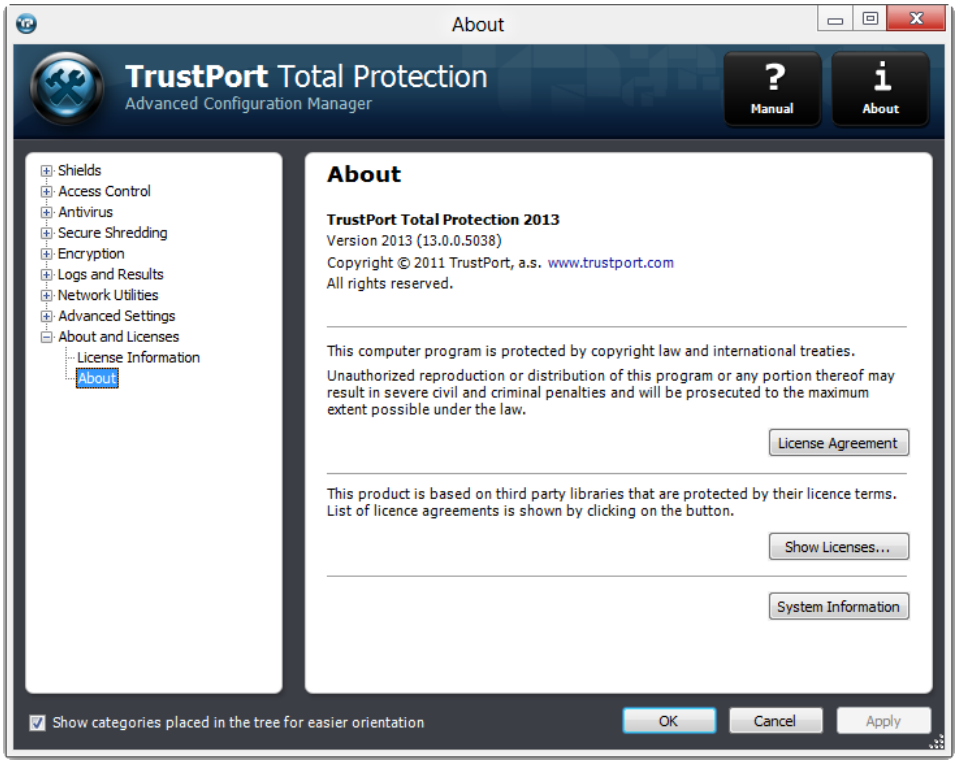


To finish importing of key, click **Finish**.



10.9.2 About

The About tab provides information about the version of the installed product, furthermore it is also possible to display the **License Agreement**. By clicking on **Show Licenses**, information about third-party license libraries is shown, and the last button displays **System Information**.

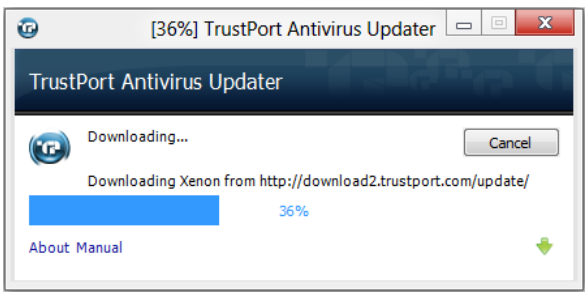

About
TrustPort Total Protection
Advanced Configuration Manager
Manual
About
Shields
Access Control
Antivirus
Secure Shredding
Encryption
Logs and Results
Network Utilities
Advanced Settings
About and Licenses
License Information
About
About
TrustPort Total Protection 2013
Version 2013 (13.0.0.5038)
Copyright © 2011 TrustPort, a.s. www.trustport.com
All rights reserved.
This computer program is protected by copyright law and international treaties.
Unauthorized reproduction or distribution of this program or any portion thereof may result in severe civil and criminal penalties and will be prosecuted to the maximum extent possible under the law.
License Agreement
This product is based on third party libraries that are protected by their licence terms. List of licence agreements is shown by clicking on the button.
Show Licenses...
System Information
Show categories placed in the tree for easier orientation
OK
Cancel
Apply

11 Update

Regular updates are necessary if you want the antivirus software to protect your computer properly. On update, the information about new malicious codes and viruses is added. The regular update is necessary for saving the ability to scan for the newest viruses. In the past it was normal to update the antivirus software once a month, nowadays it is convenient to do it several times in a week, preferably every day. The TrustPort Antivirus update is realized through the Internet.

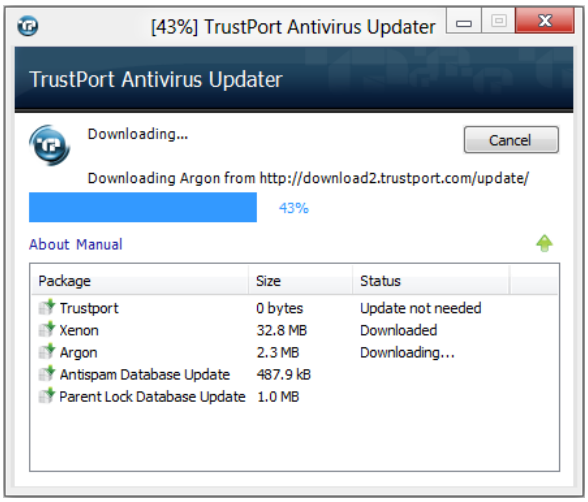
11.1 Updating

The **Update virus definitions** function from the **Quick launch** menu enables updating your antivirus database with the newest known viruses and updating the antispam rules. In the opened window you can see the updating process.

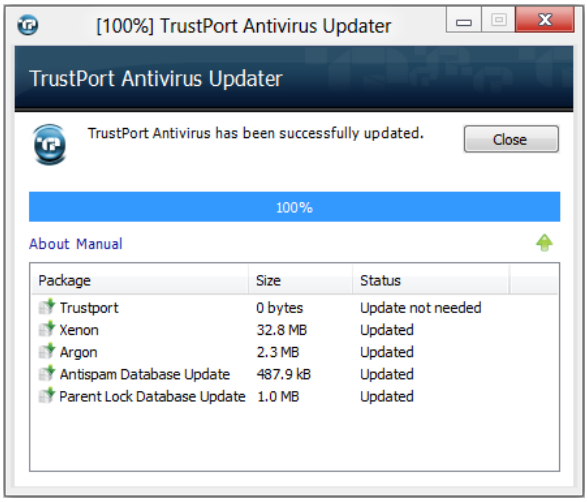


Use this function only in extraordinary cases. It is more advantageous to set the automatic database update in the **Update** tab, that takes care of the regular update according to the set parameters.

During or after the update you can click your mouse on the arrow on the bottom part of the window and display the information about the update process and see the updated modules.

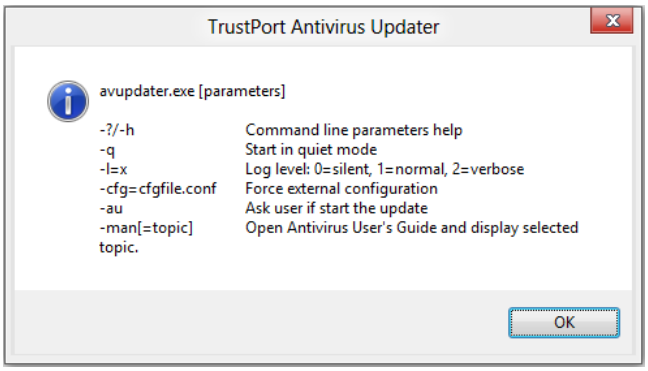


If the present antiviral signatures and/or antispam rules are actual, an announcement that update is not necessary will appear. The same information will be displayed in case that the update isn't necessary. In Windows 2000 and XP is the same information also displayed on an information balloon in the notification area of the Windows status bar.



11.2 Executing from the command line

The update module can be set from the command line with the use of parameters after the name of the **AVUPDATER.EXE** file.


TrustPort Antivirus Updater
avupdater.exe [parameters]
-?/-h Command line parameters help
-q Start in quiet mode
-l=x Log level: 0=silent, 1=normal, 2=verbose
-cfg=cfgfile.conf Force external configuration
-au Ask user if start the update
-man[=topic] Open Antivirus User's Guide and display selected topic.
OK

Detailed description of parameters:

Each command and switch must be preceded by the switch symbol, which is dash '-' or slash '/'. In the following list there are all command line parameters supported by the **AVUPDATER.EXE** utility:

-? or **-h**	**Command line parameters help** - displays all the command line functions.
-q	**Start in the quiet mode** - the update program will run in the so-called silent mode, i.e. without any output information.
-l=x	**Log level** - sets the log verbosity level by the number **x** from 0 to 2 with the following meaning: • **0** ... silent mode • **1** ... normal mode • **2** ... verbose mode *AVUPDATER.exe -l=2*
-cfg=cfgfile.conf	**Read configuration from a file** - loads the configuration from an external file.
-au	**Ask** - Asks the user whether to start the update. In that case the user has a chance to make the Internet connection available. **ATTENTION!** This option can be used only if the user is currently logged in Windows.
-man	Opens the TrustPort Antivirus User Guide.

12 Program License

12.1 Trial license

If only the Trial license key is installed, the use of all functions of the antivirus software is limited to 30 days from the installation. Within this period the user is announced about this fact by the information window when using the **On-Demand Scanner** and during the **update**. This window pops up only in the common user interface, not when executing the antivirus program from the command line or as a plug-in. The behaviour of the software after the Trial licence key expiration is summarized **here.**

TrustPort Total Protection 2013
License Key Report
TrustPort Total Protection 2013 is running in Trial mode.
Time-limited trial license key has been detected. To get a full license key please contact your local reseller. This trial license expires on 6/28/2012 9:13:09 AM.
About
Manual
OK

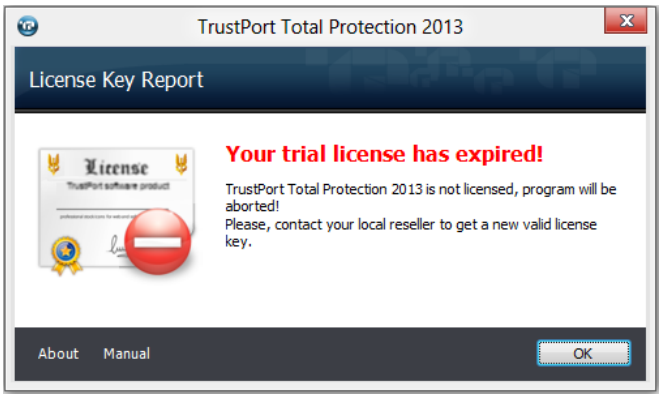
12.2 Temporary support

It is a full version of the antivirus software with the full functionality during the purchased period. If the payed period finishes, the program update will no more be possible. The user is warned about this fact. The On-Access Scanner and the On-Demand Scanner will be working further. Attention! After importing the full key the application needs executing again (for example **Settings**), in order to load all its components with the right settings.

12.3 Trial license/temporary support expiration

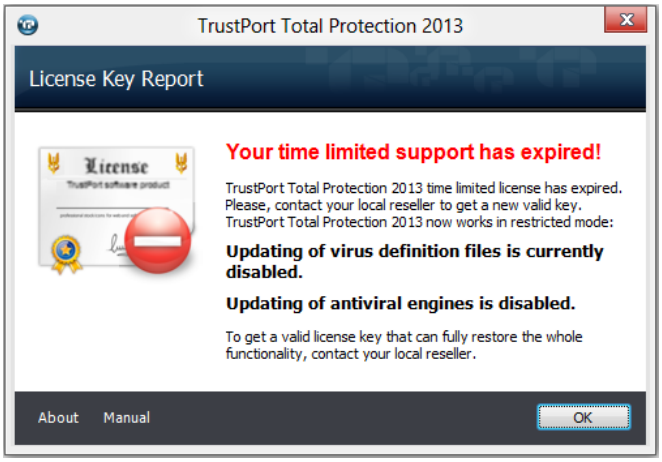
Trial license

After 30 days of the trial licence period, the functionality of the antivirus program will be restricted. Using the **On-Demand Scanner** will not be possible anymore, the **update** will be disabled and the On-Access scanner will stop working. Trial license key expiration is announced by this window:


TrustPort Total Protection 2013
License Key Report
Your trial license has expired!
TrustPort Total Protection 2013 is not licensed, program will be aborted!
Please, contact your local reseller to get a new valid license key.
About
Manual
OK

Temporary support

When the temporary support expires, some functions of the antivirus software will be restricted like in the case of the trial licence. The restrictions do not concern the On-Demand Scanner but only the **antivirus update**. The user is warned about this fact by the following dialog window, which will be displayed at executing the On-Demand Scanner and at an attempt of starting the update.


TrustPort Total Protection 2013
License Key Report
Your time limited support has expired!
TrustPort Total Protection 2013 time limited license has expired.
Please, contact your local reseller to get a new valid key.
TrustPort Total Protection 2013 now works in restricted mode:
Updating of virus definition files is currently disabled.
Updating of antiviral engines is disabled.
To get a valid license key that can fully restore the whole functionality, contact your local reseller.
About
Manual
OK

12.4 Registering the product

See **License Information**.

13 Personal Firewall

13.1 Product overview

TrustPort Personal Firewall is convenient both for advanced users who are aware of network protocols and services, as well as for those who prefer applications of pre-set rule sets designed for operation of common Internet applications directly by the producer.

TrustPort Personal Firewall creates on the protected computer a gateway where all the network connections pass by. The gate makes possible to permit or to prohibit communication of the computer with the neighborhood network. The set of rules can be set by the user for all communication adapters (those that are represented by their IP addresses) at the same time, for a concrete address or for a range of addresses. Each concrete IP address of the host computer has its own defined set of rules that regulates the data flow itself across the firewall gate.

With help of **Advanced Configuration Manager** user can manage individual sets of rules (create and edit). The function for rule import and export ensures easy sharing and exchange of configurations between individual users and it facilitates the work for the administrator. It is possible to configure freely sets of rules, this includes setting the priority of rules, selecting protocols and directing the monitored connections. For easier orientation of the user in individual net protocols set of rules are supplied together with the personal firewall to ensure that the most extended common protocols are sorted into according categories. Each rule makes possible to carry out also logging of the arising incidents. TrustPort Personal Firewall is set by default in a way that all passing connections are blocked. Only after its configuration, rules that permit passing of certain data flows are created.

The solution is supplemented by a monitor module connection on the level of TCP and UDP protocols that gives to the user the current overview over all network activities. The user can therefore easily check the efficiency of adjusted filter rules. In transparent display the user can quickly reveal all the active network applications that he did not know about. With the help of another module -"WhoIs" client- the user can "verify identity" of individual domain names and check in this way to whom he wants to permit the access into his computer. Another addition to this module is a client that is able to determine reliably the geographical position of the given residence. For more detailed tracing of the individual connecting routes tools such as ping or traceroute with intuitive interface can be used. «

13.2 Shortcut keys

Filter Administration:

Shortcut keys	Meaning
Del	Deletion of the marked set of rules
Ctrl + Del	Deletion of the marked set of rules
Ins	Insertion of a new set of rules
Ctrl + Ins	Insertion of a new set of rules
Enter	Edition of the marked set of rules
Alt + Enter	Edition of the marked set of rules

Filter Definitions:

Shortcut keys	Meaning
Del	Deletion of the marked rule from the list
Ctrl + Del	Deletion of the marked rule from the list
Ins	Adding of a new rule to the list of rules
Ctrl + Ins	Adding of a new rule to the list of rules
Alt + Enter	Editing of the marked rule
Enter	Editing of the marked rule
Ctrl + arrow down	Shift of the marked rule downwards
Ctrl + arrow up	Shift of the marked rule upwards

Log Viewer:

Shortcut keys	Meaning
Ctrl + Del	Deletion of all logs
F2	Reloading of the log list
F5	Reloading of the log list

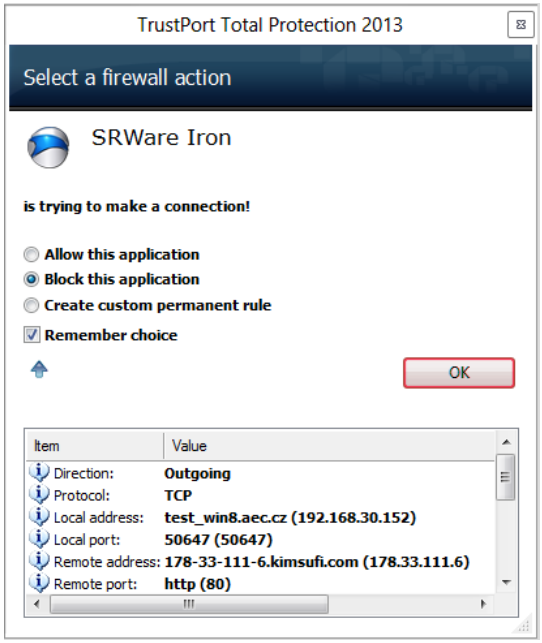
Ctrl + R	Reloading of the log list
Alt + R	Reloading of the log list
Shift + R	Reloading of the log list

13.3 Application Settings

This dialog will appear only in case unknown application is trying to communicate through TCP/IP network. Also option **Deny unknown connections but ask** (default setting) has to be specified in Advanced Firewall settings to make this work.

After checking the option **Allow this application** Firewall creates permanent rule in the filter definitions (which can be further edited) and will not ask about the application again. The option **Block this application** creates rule, which, after it is applied, bans all incoming and outgoing connections. The last option **Create custom permanent rule** enables to **define** your own rule.

The checkbox **Remember choice** defines, whether permanent rule will be created in filter definitions, or if the dialog window is displayed again when the application is launched. «



13.4 Finding of IP addresses in the computer

It is necessary to startup Command Prompts if you want to find out what IP addresses there are in the computer. This can be done by selecting **Start/Run** and writing **cmd.exe**. A window will open where you write command **ipconfig.exe** without parameters.

Example:

```
C:\>ipconfig

Windows 2000 IP Configuration Ethernet adapter Local Area Connection:

Connection-specific DNS Suffix . :

IP Address. . . . . . . . . . . . : 192.168.0.192

Subnet Mask . . . . . . . . . . . : 255.255.255.0

Default Gateway . . . . . . . . . : 192.168.0.1
```

It results from our example that our IP address is 192.168.0.192 and the subnet mask is 255.255.255.0. This IP address is allocated for network connection *Local Area Connection*.

14 Archive Encryption

14.1 Product overview

Overview

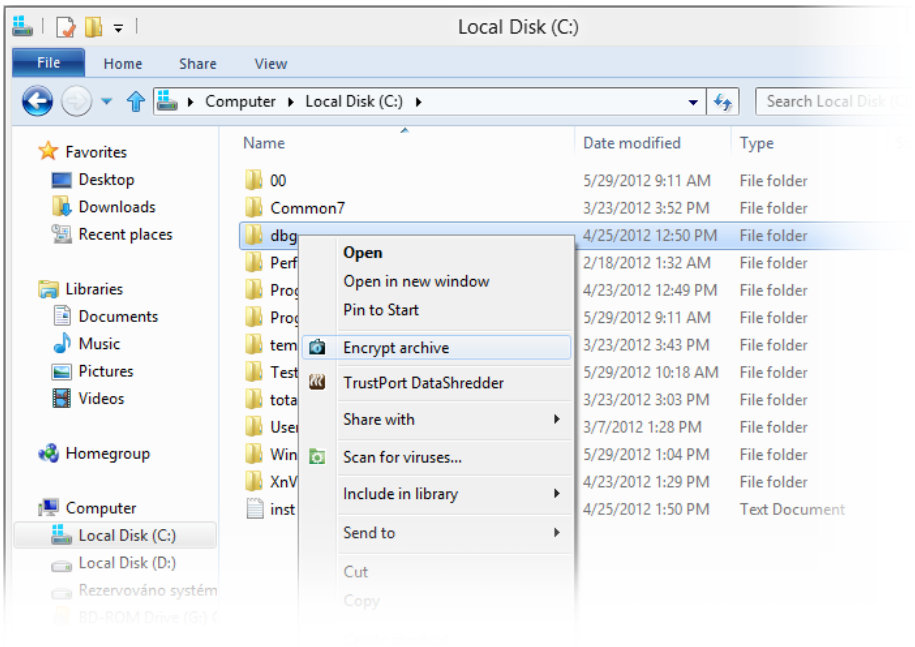
TrustPort Archive Encryption provides secure on-demand encryption to protect user's data against unwanted disclosure. This application uses the strongest encryption/decryption algorithm available to protect confidential and personal information stored in any data storage.
This software can be also used for sending secured files to someone who does not have encryption software installed on his/her PC. The passphrase for decryption is in that case delivered on an independent way.
Files and directories are encrypted into .cph files and the passphrase is used as a base for the encryption key. Encrypted files in PDA are automatically associated with the TrustPort Archive Encryption application and decrypted when the passphrase is entered.

Key features

- Support most of Microsoft's operating systems (Windows 98, ME, NT 4.0, 2000, XP, Vista, 7).
- File encryption with possibilities of compression and secure original file deletion.
- Encrypted files format compatibility with PDA devices.
- Files and folders encryption to archives. TrustPort Archive Encryption uses strong algorithms. Files to decrypt can be selected from the archive. Files and directories can be encrypted into a self extracting .exe file, which can then be packed into a .zip file in order to pass through firewalls and antiviral gateways.
- Shell context menu integration (Files/Folders/Drives).
- Management of files stored in CAR archive.
- Viewing files from the archives with secure delete of temporary files after.
- The possibility of work with group of selected files (by the extension etc.) inside of archive.
- Transformation of the archives (CAR to self extract EXE or the other way).
- The possibility to use archive as installer (creating SFX archive that during its extraction creates temporary folder, places its content into it and launches defined file).
- Drag & Drop functions.
- Statistics in status line (number of selected files, size etc.)
- The possibility to set Compression rate. «

14.2 In Shell context menu

TrustPort Archive Encryption is fully integrated with the shell context menu. When right-clicking on any file, folder or disk, item **Encrypt archive** appears in the menu.



If you select any encrypted file or archive then the **Decrypt** menu item appears.

The context menu also will be different depending if you right-click on a folder, file or on the "up dir" icon. «

14.2.1 Create new archive

To create a new archive using the context menu, right-click on the desired file and select **Encrypt Archive** on the context menu. TPE will ask you to type the new archive file's name and password and you can choose some additional archive creation options. See the following dialog window:

Select among the options, type and confirm the password, choose an encryption algorithm and press OK. TPE will start the archive creation process and after finishing it, an information box will appear.

Please note that in order to extract this archive TrustPort Archive Encryption must be installed, hence if you want to send an encrypted archive file to a computer where TrustPort Archive Encryption is not installed, you will have to check **Create EXE archive** box on the Encrypt Archive window.

Archive creation options

- **Move to archive**

  If you select this option then all selected files will be moved to the created archive file. It means that in the last step of the archivation procedure all original files will be securely deleted.

- **Create self-extraction (SFX) EXE archive**

  To do this you need to check Create EXE archive option. In this case TrustPort Archive Encryption creates classic CAR archive file, but adds special self-extraction header to the archive file and renames it to the EXE extension. Self-extraction archives can be extracted by running them as normal Windows programs or by the same way as normal CAR archives.

- **Pack to ZIP archive**

  Self extraction archives can be zipped into a ZIP file in order to better pass through firewalls and antiviral gateways. To do this, select Pack to ZIP archive option.

- **Create Installer**

  See **Create installer CAR SFX**.

  The option **Add/Remove SFX** on the Edit menu allows the user to simply add or remove the .EXE extension on any file without the need of decrypting it as in previous versions. «

14.2.2 Create CAR SFX installer

CAR SFX installer allows you to encrypt files into a self-extracting format.
If you want to use SFX Installer you must check the **Create an EXE Archive** box and then check the **Create Installer** box, both in the Encrypt Archive window.

Then you have to select a file, which will be started after installer extracts data to the temporary folder.

The created encrypted file using CAR Installer will have an EXE extension, but when you open it, you will be asked for the password (or you can use -pxxx command line parameter, where xxx is a password) and if it is valid the file will immediately open and be extracted to a temporary folder.
If the file has any comment, it will be displayed automatically when the user opens the file. «

14.2.3 Extracting CAR archives (Decrypt)

If you select an encrypted archive file (CAR or EXE archive) in the Windows Explorer or any other shell program, then the **Decrypt** item will appear in the context menu. When you click on it the following dialog box appears:

- **Select destination folder**

  In this window you have to type a password and specify the destination folder where the archive will be decrypted to. In order to ease the navigation you can use the pane at the left side of the Decrypt Archive window. If you click on any folder or drive the selected name with its path will appear in the Extract files to folder address box and you will not be required to type the full path where you want to extract the archive's content to.

- **Create new destination folder**

  If you want to extract an archive to a folder that currently does not exist then select the parent folder where the new folder should be created and add the name of the new one to the end of the line. TrustPort Archive Encryption creates this new folder at the beginning of the extraction process automatically.

- **Overwrite mode**

  There are three different overwrite modes that specify what will be done when a file with the same name is found.

Ask before overwrite – option shows a warning dialog box and prompts you for overwriting the existing file.

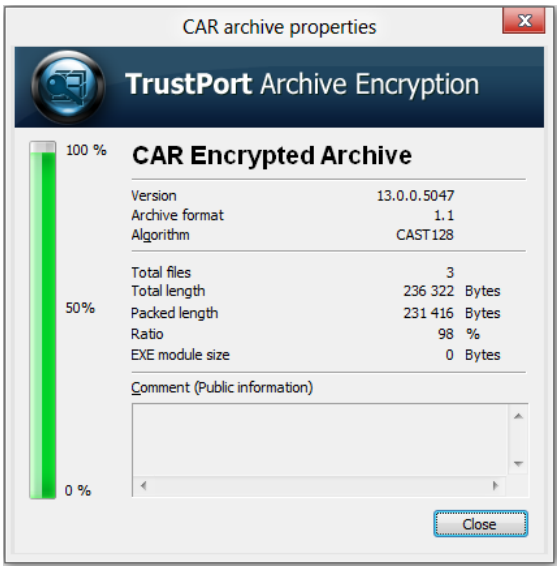
Overwrite without prompt – overwrites all existing files with the same names without prompt.

Skip existing files – all of the existing files with the same names will be skipped.

Note: All non-existing folders will be automatically created without prompting. «

14.2.4 CAR Archive properties

If you want to view the CAR archive properties please click the appropriate file containing the encrypted archive with the right button or choose *File Properties* in the *File* menu in CAR Manager. After switching to the *Archive* bookmark the following window will appear:



You can see some important information like current version of the product, current version of supported CAR archive file format, used encryption algorithm, total number of files stored in the archive, total and packed size of these files, compress ratio and size of self extracting module if present. «

14.2.5 Add/Edit archive comment

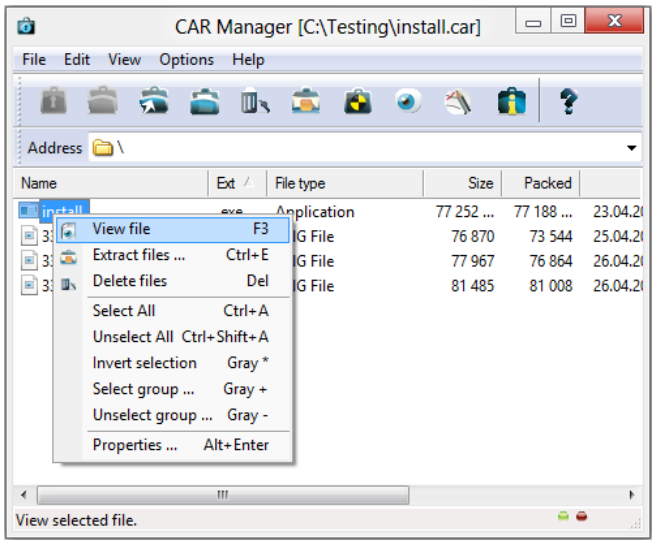
From TrustPort Encryption version 1.1 you can add comments to the CAR archive file. **Comment is public information** and therefore it is not protected. It means that anyone can read this comment without needing a password. The maximum number of alphanumeric characters in a comment is 63999.

Add/edit comment
TrustPort Archive Encryption
Comment (Public information)
Comment is public information and therefore it is not protected.
It means that anyone can read this comment without needing a password.
The maximum number of alphanumeric characters in a comment is 63999.
About Manual
OK
Cancel

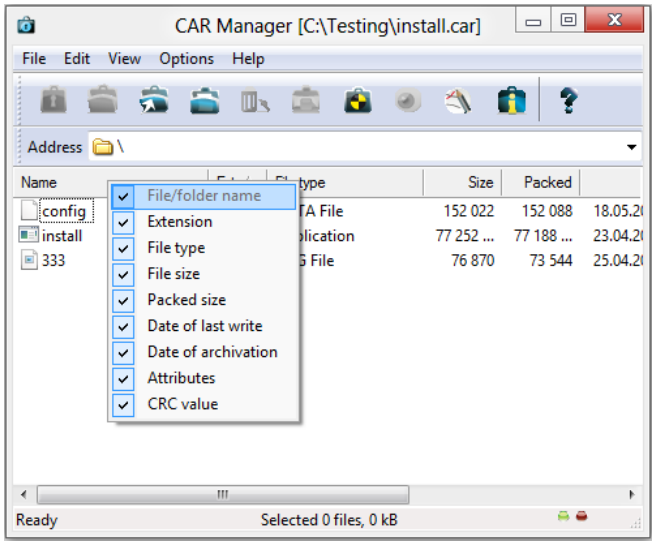
There is the possibility to load file's comment. If you want to do it, click on the small folder icon on the upper right corner of this dialog window. TPE will open a window where you can select the file you want to read the comment from. «

14.3 Archive management - CAR Manager

CAR Manager is main CAR archives management utility. It allows you to create new archives, open existing archives in CAR or SFX formats and convert between them, add files and folders to an existing archive, delete files and folders from the archive, view selected file in the archive and much more.



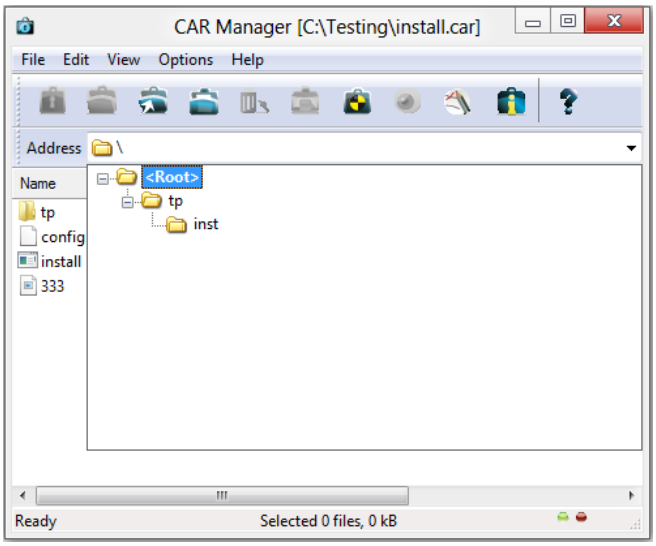
By clicking on the particular column, you can sort the list by selected properties (name, extension, size etc.).



If you right-click on the list header you will be able to select the information displayed on the list.

On the bottom of the window you can see the number of selected files and their size (not packed size) and also there are a red and a green light that indicates when the Manager is busy (red) or ready (green).

In the navigation box, you can see the directory tree of the CAR archive.

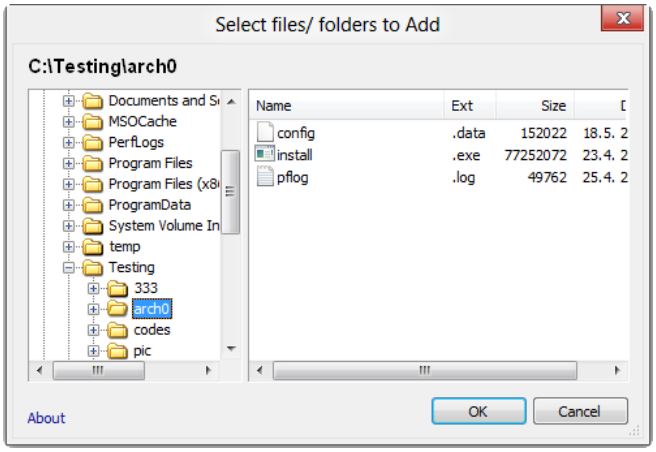


In the File menu you can choose, among others, to view the file properties or View file. To enable this function you have to have the file viewer predefined, see **Settings configuration**. Add/Remove SFX allows user to simply add or remove the .EXE extension on any file without the need of decrypting it as in previous versions. «

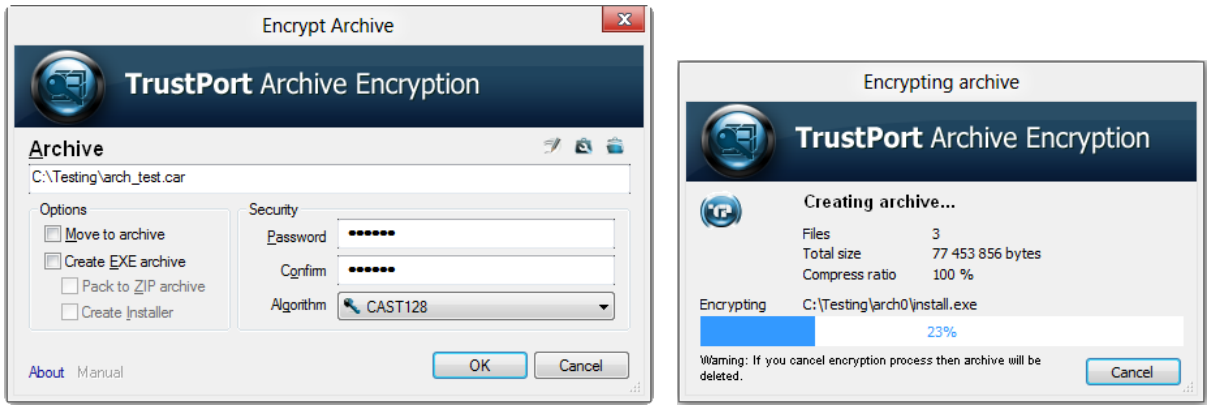
14.3.1 Create new archive (Encrypt archive)

For creating a new archive you have to click on **Create new archive** toolbar button or select the same menu item from the *File* menu or press CTRL+N key combination.

Following window will be displayed:



In the left pane is the directory's tree with disks and folders and in the right pane is the content of the selected disk or folder. You can browse your drives and network neighborhood and select a folder or drive that you want to include into the new archive.
When done press ENTER or click the OK button. TPE will ask you to type the new archive file's name and password and you can choose some additional archive creation options (see **Archive creation options**).



TPE will start the archive creation process and after finishing it, an information box will appear. Click the OK button and TPE automatically opens the created archive file.
Please note that in order to extract this archive TrustPort Archive Encryption must be installed, hence if you want to send an encrypted archive file to a computer where TrustPort Archive Encryption is not installed, you will have to check **Create EXE archive** box on the Encrypt Archive window. «

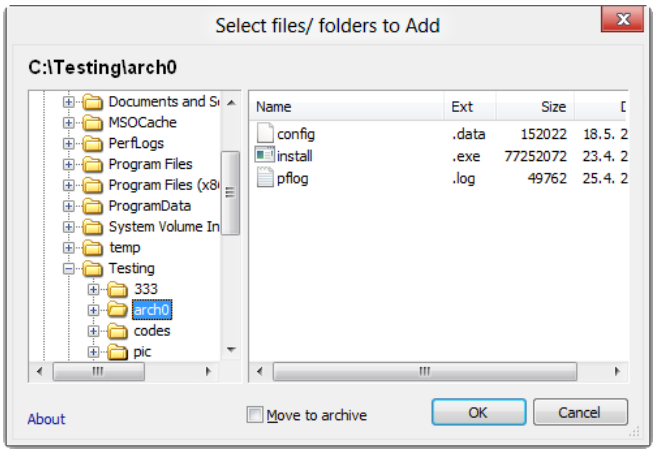
14.3.2 Open existing archive

To open a CAR archive file use the **Open archive** menu item on the *File* menu or in the toolbar or CTRL+ O key combination. TPE will show a standard browsing window. After that TPE will ask you the file's password.

You could also open a CAR archive double-clicking on a CAR archive. If CAR Manager is not open when you double-click on a CAR archive, it will be launched immediately.
There can only be one CAR Manager application running at the same time, therefore if you try to open a CAR archive while the application is busy, a new window will be displayed showing that CAR Manager is busy. «

14.3.3 Add files to the archive

You can add files and folders to the opened CAR archive. To do this, find the folder where you want to add the new files and select **Add files** from the toolbar or from the *Edit* menu. TPE shows a window where you can browse for files and folders that will be added. When done, press OK button.



After that TPE starts to add the selected files and/or folders to the archive. You can interrupt the process by pressing *Esc* key or using the *Cancel* button.

If TPE finds a file with the same name in the archive then will it will display a confirmation dialog window where you will be asked you if this file should be overwritten or not. «

14.3.4 Delete files from the archive

If you want to delete some files and/or folders from the opened archive then you need to select them and press *Delete* key or use the **Delete files** menu item or toolbar button. You will be asked for confirmation and then the deletion process will begin.

You can interrupt the deleting process pressing *Esc* key or using the *Cancel* button. «

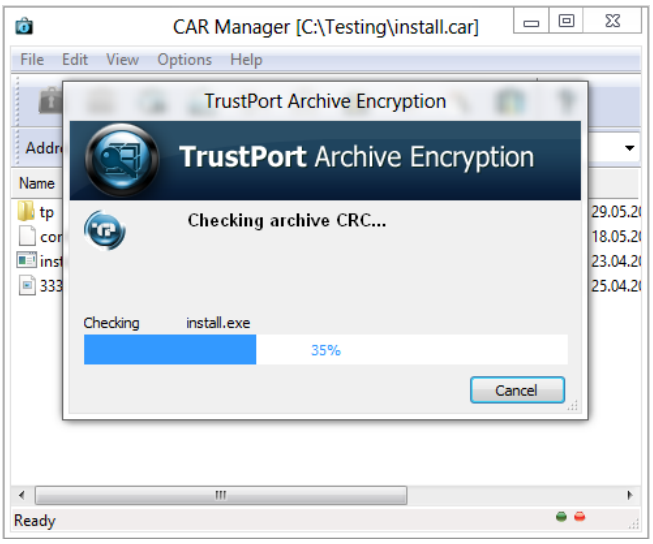
14.3.5 Extract files from the archive

You can select some files and folders and extract them to any specified directory. To do this, click on **Extract archive** toolbar button or press CTRL+E key combinations or from the *Edit* menu and the following dialog box will appear.

This dialog box is the same as the one used on Windows' shell archive extraction/decryption but with one exception: you don't need to type the password because you already typed it when you opened or created the archive file. «

14.3.6 Test archive consistency

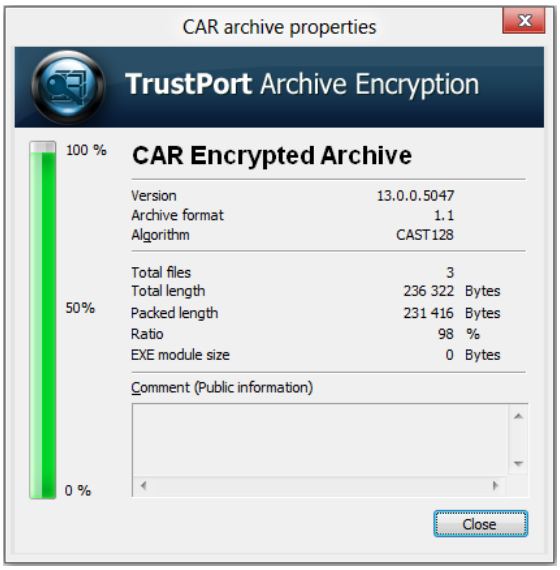
TPE uses CRC algorithm to verify that the files stored in the archive are not damaged. If you want to test the consistency of an archive then simply use the **Test archive** toolbar button, or select item from the *File* menu, or use CTRL+T key combination.



After that TPE starts the checking procedure and if there are no damages, an information dialog box will appear. «

14.3.7 Display archive properties

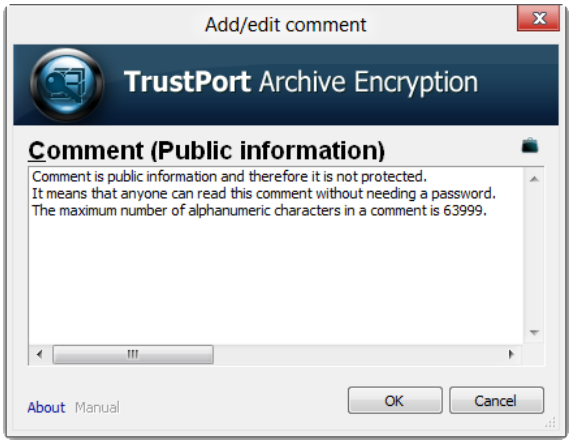
If you click on the **Show info** toolbar button or select it from menu item on the *File* menu or press F5 then you will see some important information about the archive like TrustPort Archive Encryption current version, the current format version of the CAR archive, the encryption algorithm used, total number of files stored in the archive, total and packed size of these files etc.



TrustPort Archive Encryption 2.5 uses 1.1 archive's format version. You can work with previous format versions and as soon as you open or modify those archives, the format version will be upgraded to 1.1. «

14.3.8 Add or edit archive file comment

Comment is public information and therefore it is not protected. It means that anyone can read this comment without needing a password. The maximum number of alphanumeric characters in a comment is 63999. If you want to add or edit an archive file comment then press F4 key, use **Edit comment** menu item or toolbar button.


Add/edit comment
TrustPort Archive Encryption
Comment (Public information)
Comment is public information and therefore it is not protected.
It means that anyone can read this comment without needing a password.
The maximum number of alphanumeric characters in a comment is 63999.
About
Manual
OK
Cancel

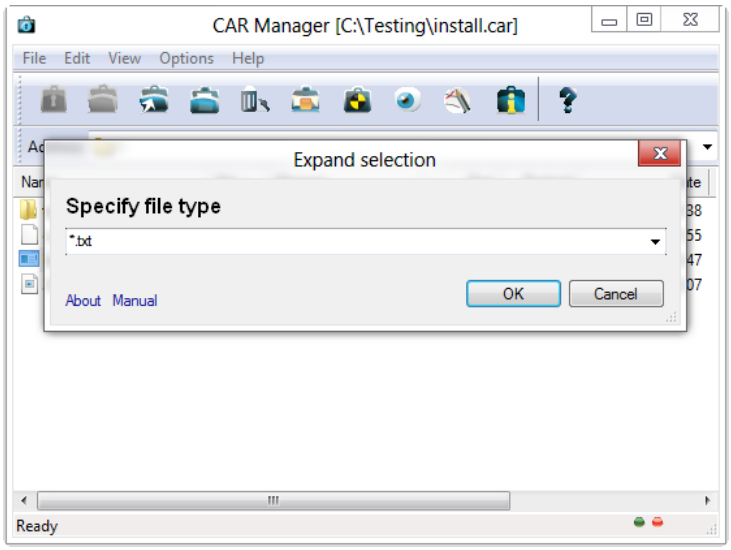
There is the possibility of loading a file's comment. If you want to do it, click on the small folder icon on the upper right corner of this dialog window. TPE will open a window where you can select the file you want to read the comment from. «

14.3.9 Archived file/folder properties

If you select a file or folder and click on the *File* menu and choose **File properties** or right-click on a file or folder and select *Properties* on the context menu, you will see some important information about the file or folder like type of file, location, size, packed size, the CRC etc. «

14.3.10 Files and folders selection

You can select some files and folders in different ways using CAR Manager through the options on the *Edit* menu or in the context menu displayed by right-clicking on any folder or file. These options allow the user to Select all, Unselect all, Invert selection, Select group (by the extension), Unselect group (unmark by extension).



This window will remember the file extensions you used to group even after closing and re-opening CAR Manager. «

14.3.11 Create new folder

To create a new folder in any CAR archive or in any CAR archive folder or sub-folder you just simply have to browse and select the destination where the new folder will be created and click on **Create folder** on the *Edit* menu.

A new window will appear and you will be prompted to type the new folder's name. «

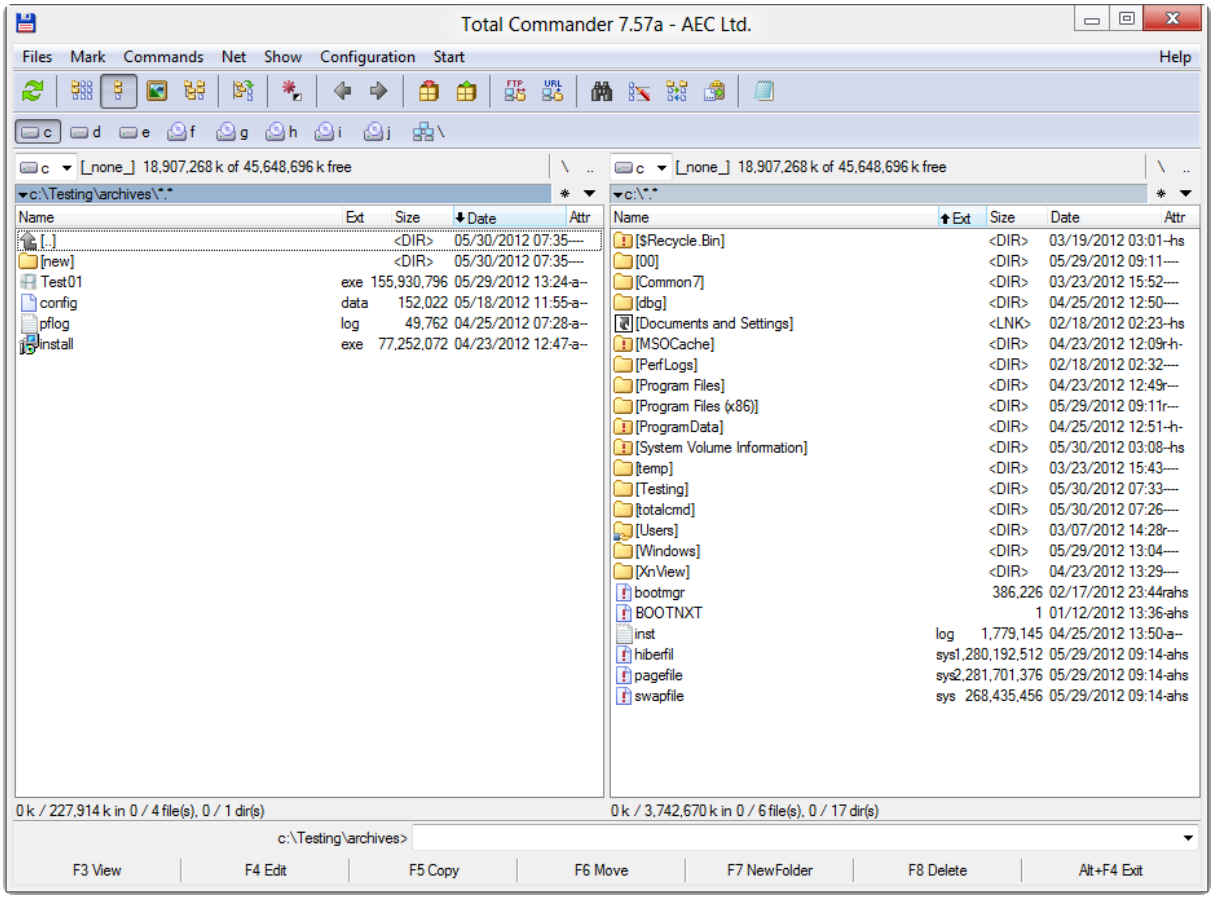
14.3.12 Keyboard shortcuts

Keyboard shortcut	Meaning
F1	On-line manual
SHIFT+F1	About CAR Manager
F3	View selected file
F4	Add/Edit comment
F5	Show info, archive properties
F7	Create new folder
CTRL+N	Create new archive
CTRL+O	Open existing archive
CTRL+L	Close opened archive
CTRL+E	Extract selected files and folders
CTRL+T	Test archive consistency
CTRL+INS	Add files to the archive
DELETE	Delete selected files from the archive
CTRL+R	Set-up configuration
BACKSPACE	Go to parent directory
ENTER	On any folder go into this folder, on file has no effect
UP/DOWN	Moves cursor selector
CTRL+UP/DOWN	Moves selector without selecting

SPACE	Selects file/folder under selector
SHIFT+UP/DOWN	Moves selector - block selection
CTRL+A	Select all files and folders
SHIFT+CTRL+A	Unselect all files and folders
Gray *	Invert selection
Gray +	Group selection using wildcards
Gray -	Group unselection using wildcards

14.4 Management of CAR archives - Total Commander

Total Commander is a file manager for Windows (TM) similar to Windows Explorer. But Total Commander uses a different approach: it has two fixed windows side by side like a well-known file manager for DOS.
Total Commander plug-in allows you to manage CAR archives as any normal file with the only difference of being asked for a password anytime you want to open a CAR file. For more information about Total Commander see http://www.ghisler.com. «

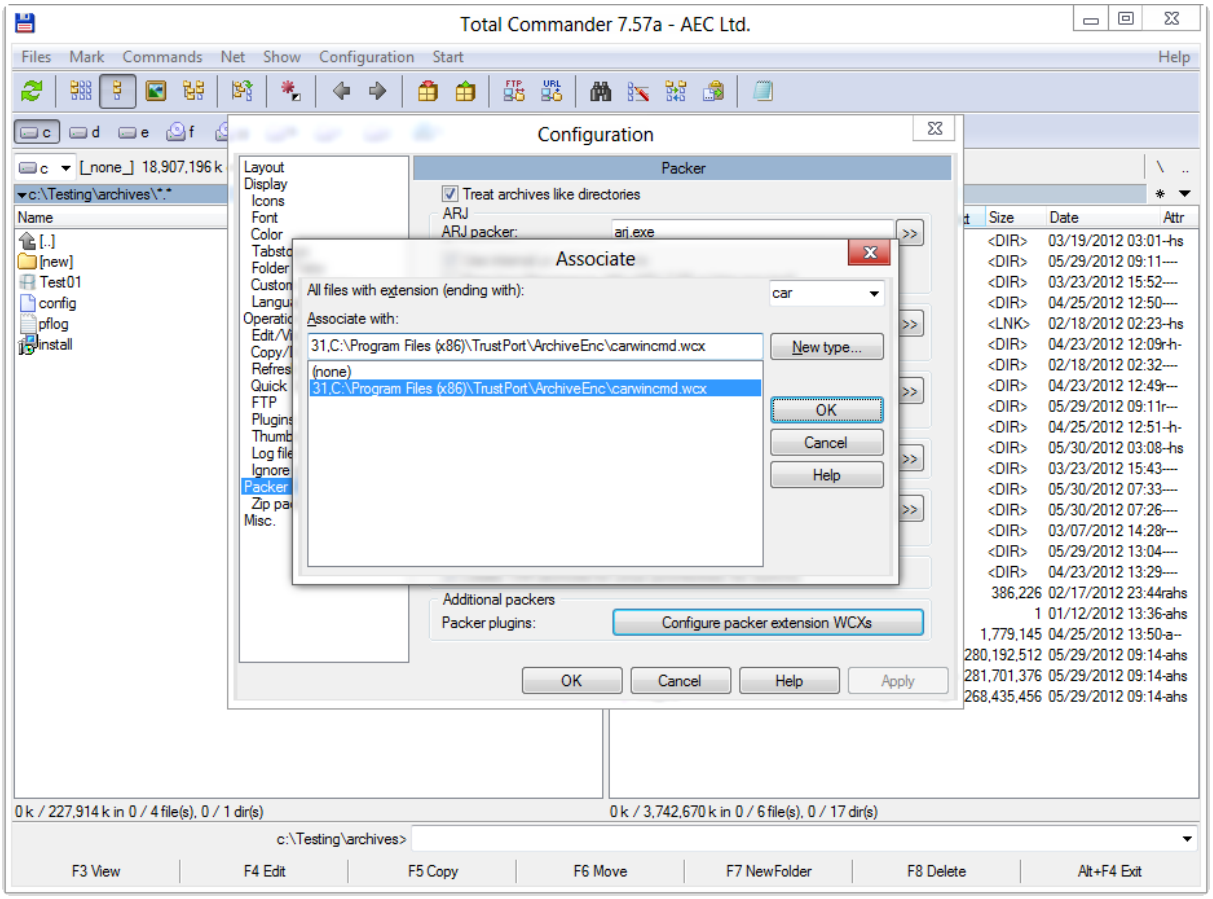

Total Commander 7.57a - AEC Ltd.
Files Mark Commands Net Show Configuration Start Help
c:\Testing\archives*.*
c:*.*
[_none_] 18,907,268 k of 45,648,696 k free
Name Ext Size Date Attr
[..] <DIR> 05/30/2012 07:35----
[new] <DIR> 05/30/2012 07:35----
Test01 exe 155,930,796 05/29/2012 13:24-a--
config data 152,022 05/18/2012 11:55-a--
pflog log 49,762 04/25/2012 07:28-a--
install exe 77,252,072 04/23/2012 12:47-a--
[$Recycle.Bin] <DIR> 03/19/2012 03:01-hs
[00] <DIR> 05/29/2012 09:11----
[Common7] <DIR> 03/23/2012 15:52----
[dbg] <DIR> 04/25/2012 12:50----
[Documents and Settings] <LNK> 02/18/2012 02:23-hs
[MSOCache] <DIR> 04/23/2012 12:09r-h-
[PerfLogs] <DIR> 02/18/2012 02:32----
[Program Files] <DIR> 04/23/2012 12:49r---
[Program Files (x86)] <DIR> 05/29/2012 09:11r---
[ProgramData] <DIR> 04/25/2012 12:51-h-
[System Volume Information] <DIR> 05/30/2012 03:08-hs
[temp] <DIR> 03/23/2012 15:43----
[Testing] <DIR> 05/30/2012 07:33----
[totalcmd] <DIR> 05/30/2012 07:26----
[Users] <DIR> 03/07/2012 14:28r---
[Windows] <DIR> 05/29/2012 13:04----
[XnView] <DIR> 04/23/2012 13:29----
bootmgr 386,226 02/17/2012 23:44rahs
BOOTNXT 1 01/12/2012 13:36-ahs
inst log 1,779,145 04/25/2012 13:50-a--
hiberfil sys1,280,192,512 05/29/2012 09:14-ahs
pagefile sys2,281,701,376 05/29/2012 09:14-ahs
swapfile sys 268,435,456 05/29/2012 09:14-ahs
0 k / 227,914 k in 0 / 4 file(s), 0 / 1 dir(s)
0 k / 3,742,670 k in 0 / 6 file(s), 0 / 17 dir(s)
c:\Testing\archives>
F3 View F4 Edit F5 Copy F6 Move F7 NewFolder F8 Delete Alt+F4 Exit

14.4.1 Packer configuration

CAR plugin has to be configured properly in order to work correctly. The Archive Encryption installation procedure automatically install this plug-in to Total Commander, but if it is not installed at the moment you install Archive Encryption, then the plug-in will not be correctly registered. In this case you will have to register it manually.

Run Total Commander and select *Options* on the *Configuration* menu.

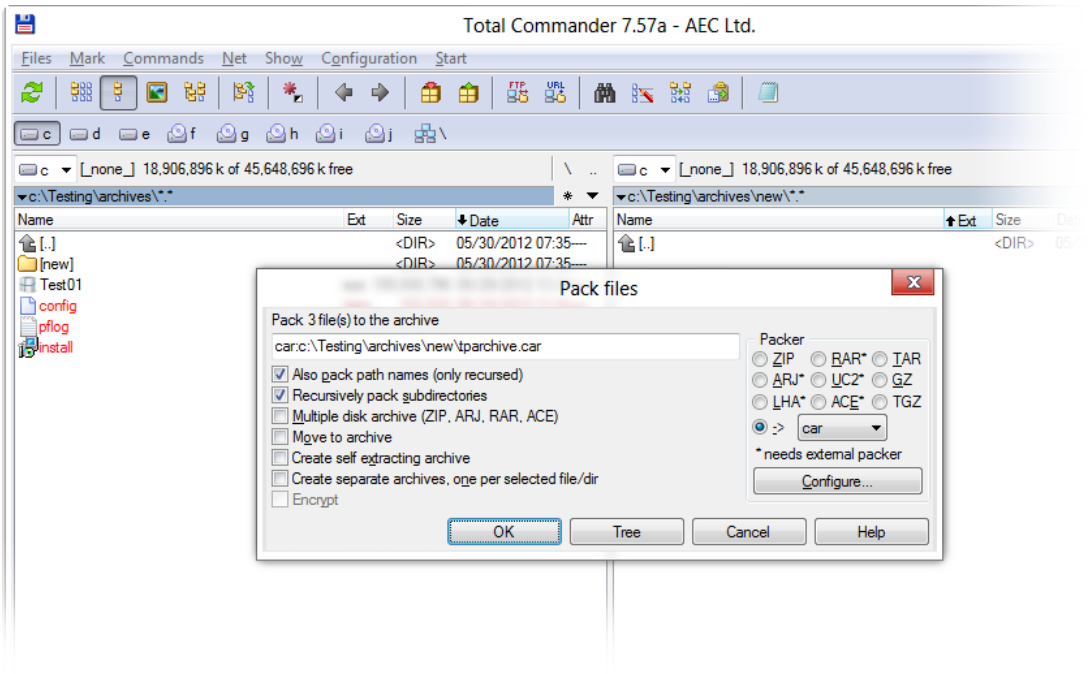
- Click on the *Packer* tab.
- Press the *Configure packer extension DLLs* button and the following dialog window will appear:



- In the upper right corner combo box type (or select if exist) **CAR** (without any dot or asterisk).
- Click on the *New type* button and browse for **CARWinCmd.wcx** file that is located in the TrustPort Archive Encryption installation directory and click *Open*.
- Click the *OK* button.
- Confirm by clicking *OK*. «

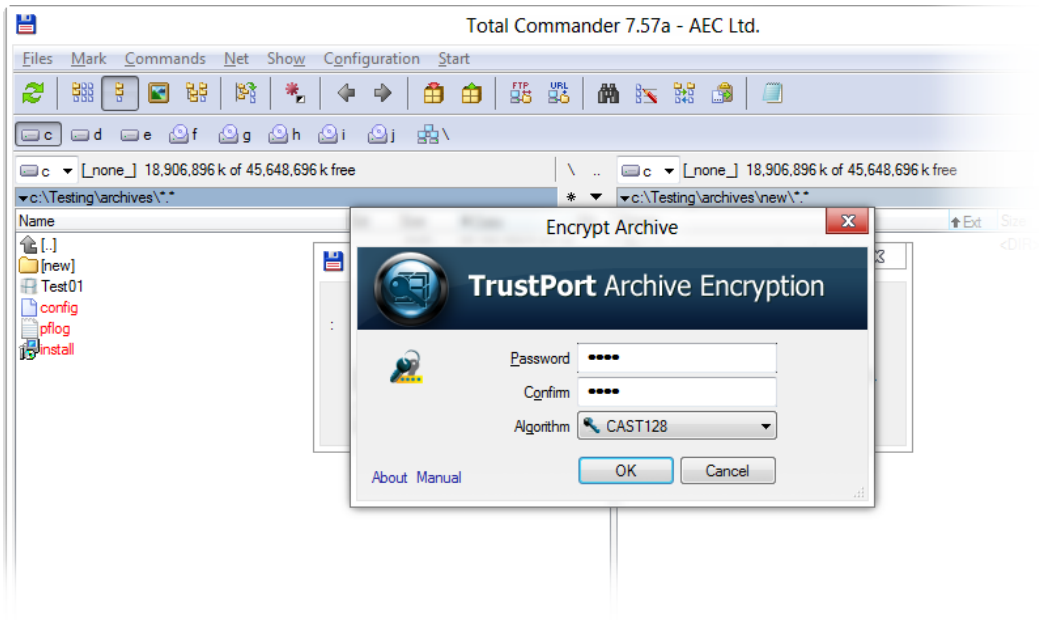
14.4.2 Create new archive

In Total Commander select the files and/or folders that should be added to the new archive and press *ALT+F5* or select *Pack* on the *Files* menu. The following window will open:



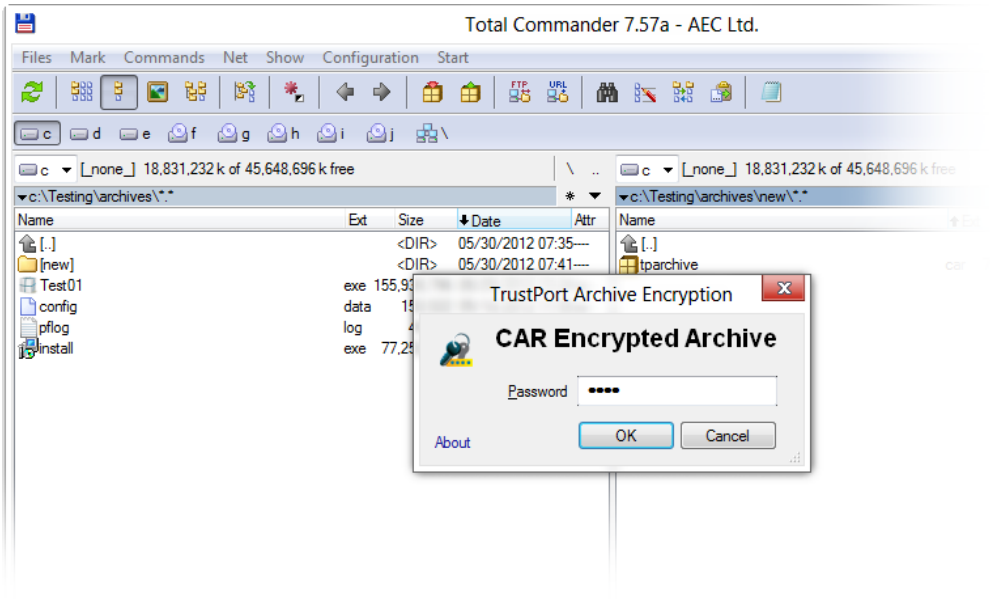
The most important option is the *Move to archive* option. If you select it then all files will be moved to the archive file. It means that after the archivation process the original files will be securely deleted.

Select CAR packer option on the right side of the window (If you don't have this option you have to **configure the packer**). If you click the *Configure* button, you can change the compression level of the archive.
You will be asked to type in and confirm a password and also you will have the option to choose the encryption algorithm. The file/folder will be packed into the folder opened in the other panel of Total Commander, if you haven't specified it differently. «



14.4.3 Open an existing CAR archive

If you want to open an existing CAR archive you only need to locate this file and press ENTER or doubleclick left mouse button on this file. Total Commander recognizes that the file is a CAR archive and calls CAR manager plug-in. You will be asked to type in the password.

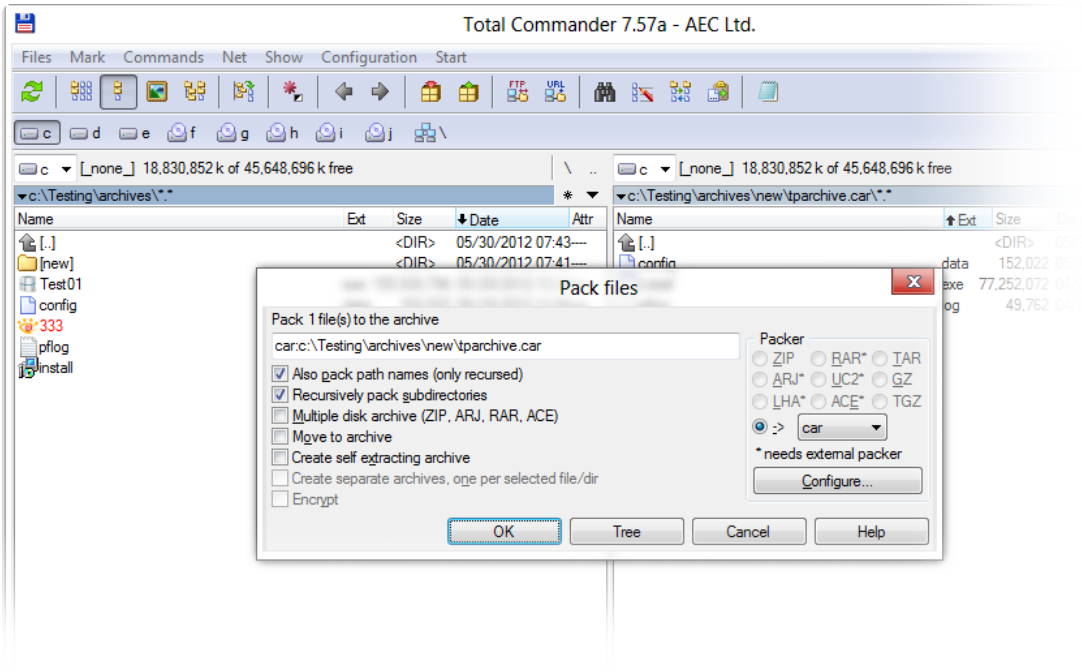


CAR plug-in remembers the name and password of the last opened CAR archive file. If you want to force CAR plug-in to forget last entered password try to open another CAR archive file and at the password request window press *ESC*.
Total Commander's panes work independently, meaning that if you want to open the same CAR archive on both panes you will be asked twice to enter the password and if you want Total Commander to forget the password of two open archives you will have to do it on each pane.

Note: Total Commander plug-in interface does not expect password protected archives and if the password does not match or the user presses ESC, then it displays an error message. It does not mean that CAR archive file is damaged! «

14.4.4 Add files to CAR archive

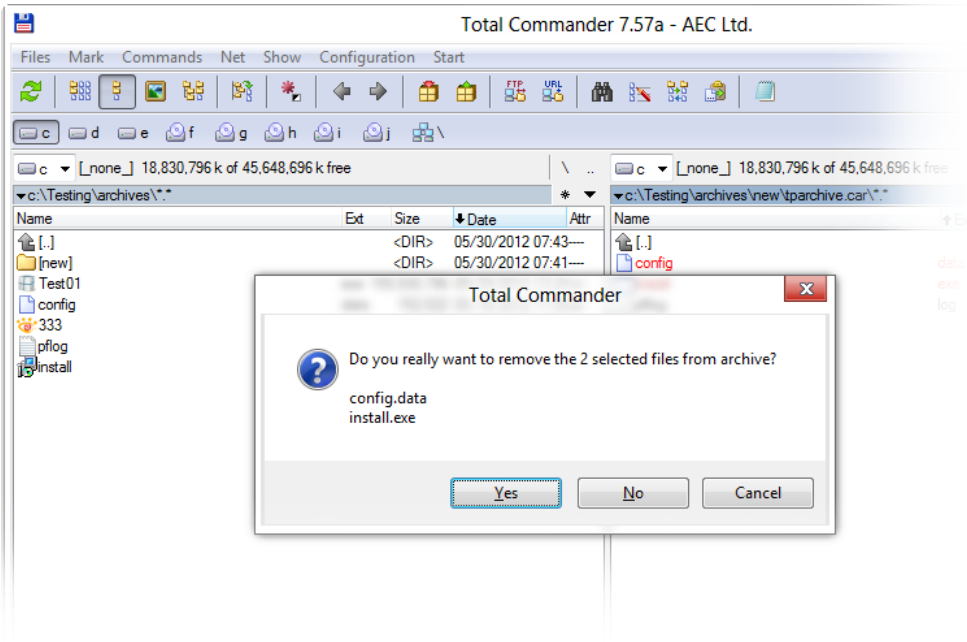
You can add files and folders only to an open archive. **Open a CAR archive file** in one pane and select the files and/or folders that will be added in the other pane. Then press F5 key. Total Commander recognizes that the copying operation is actually a packing operation and calls the CAR plug-in.



On the Pack files window you can set-up the option *Move to archive*. Then all files will be moved to the archive file and the original files will be securely deleted.
Press OK button or ENTER to add the files. «

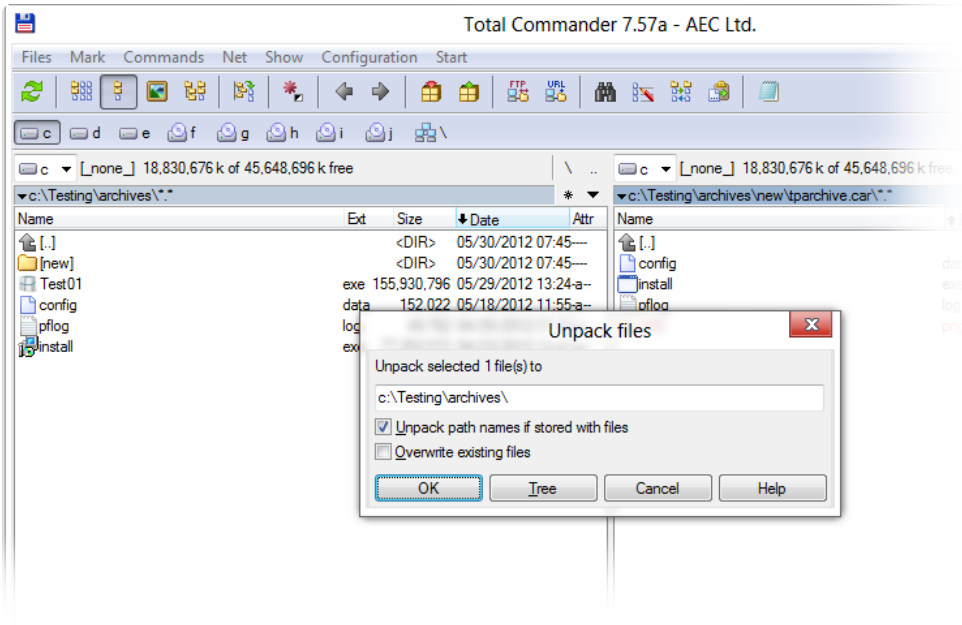
14.4.5 Delete files from CAR archive

Open CAR archive file and select the files and folders, which should be deleted. Then press *F8* or *Delete* key or select *Delete* from context menu. Total Commander will show a confirmation dialog window. «



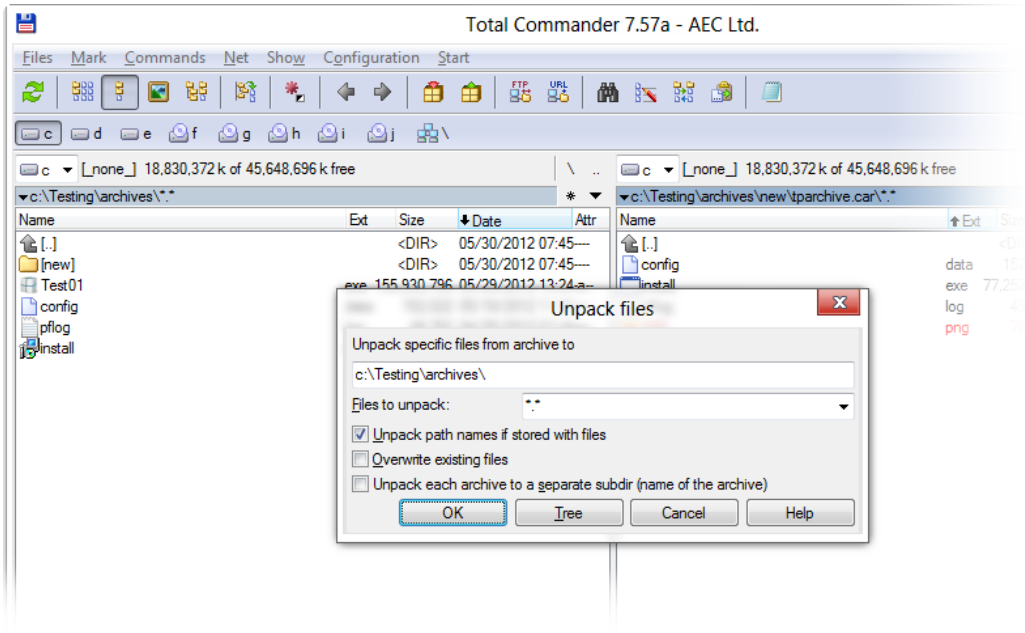
14.4.6 Extract files from CAR archive

The simplest way is to select files in any open archive in one pane, open the destination folder in the other pane and press *F5* or simply drag and drop it:



The second way is to use the menu item *Unpack specific files* on the Files menu or pressing *ALT+F9* key combination.

This way you will be able to specify more options than in the first way: «



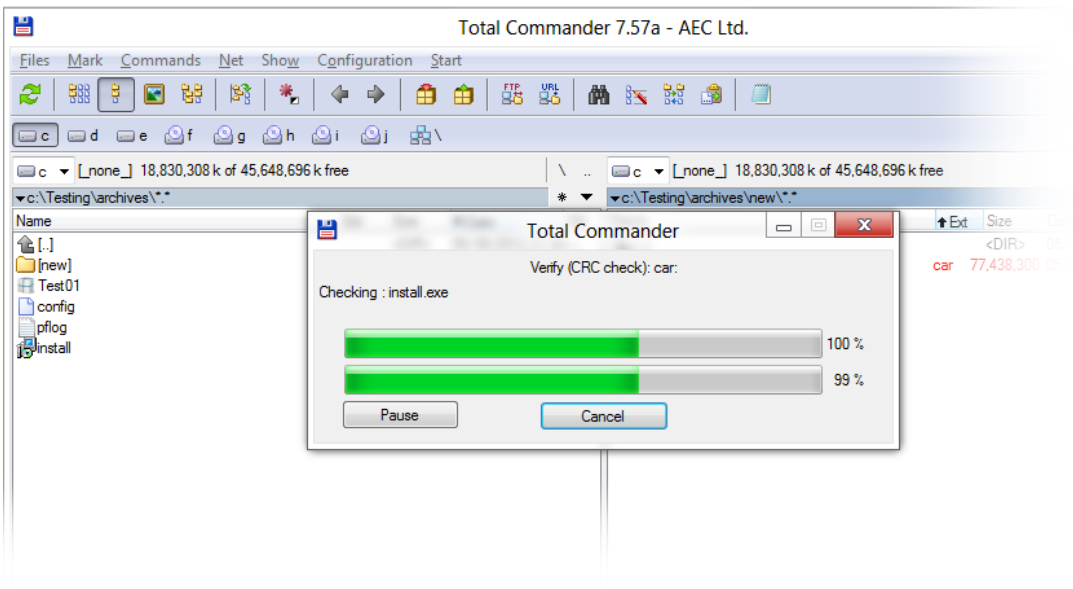
14.4.7 View an archived file

To view an archived file you need to open a CAR archive file first. Then you can select file that you want to view and press *F3* key or right-click on the file and select *View* from the context menu. Total commander will call the CAR manager plug-in to extract the selected file to the temporary folder and then you can view it. The window can be closed pressing ESC as well.

Warning: because Total Commander closes the viewed file by itself, CAR manager plug-in is not able to securely delete the temporary extracted file. «

14.4.8 Test CAR archive consistency

Testing of archive consistency can be done by pressing *SHIFT+ALT+F9* key combination or selecting *Test archive(s)* on the *Files* menu. If archive is opened then the checking procedure starts immediately, if not then the CAR plug-in will ask you for the password. It is possible to select more than one CAR archive file to check. «



14.5 Archive Encryption FAQ

- **Can I open an archive stored on a non-writable media like a CD-ROM?**

  Yes, it is possible. But remember that it is not possible to modify this archive, in this case you will not be able to add files, delete files or modify an archive comment.

- **How can I change an archive's password?**

  Current version of TrustPort Archive Encryption does not support password changing on CAR and CPH files. If you need change the password then you have to extract the data from the archive and create a new archive with a new password. You will have to do the same with CPH files.

- **I have some archives made by previous version of TPE 1.0. Can I use them in this new version of TrustPort Archive Encryption? How is it with backward data compatibility?**

  New versions of TPE are backward compatible. It means that all archives and CPH files created by previous versions of TPE can be read by the new version. Format version of CAR and CPH files was improved in TPE 1.1. But TrustPort Archive Encryption 2.5 uses exactly the same format version of CAR and CPH. If you are using TrustPort Encryption version 1.0 please upgrade it to the latest version, which has many improvements.

- **What is the difference between CAR and CPH files?**

  CAR and CPH are two data formats supported by TrustPort Archive Encryption. The first one is a format for PCs and the latter for mobile devices using TrustPort Mobile Encryption software that is designed for Pocket PC and EPOC systems. Each of them is destinated for different method of files security. CAR archives are similar to other well known formats as ZIP, RAR, ARC and so on, but data in CAR archives is always encrypted using strong encryption algorithms and none is able to gain access to these files without a password. All files and folders are stored in one archive file and are compressed and encrypted. In comparison with this each CPH file contains only one encrypted file and doesn't use compression.

- **Why TPE enables packing SFX archives to ZIP format?**

  If you need for instance to send an e-mail with an attachment to your colleague in other office over the internet and don't want the file to be opened by anyone but your colleague, then we recommend you to use a CAR archive. But if you colleague doesn't have TPE installed on his computer to extract the received CAR archive, then you can add a self-extracting .EXE form to the CAR archive. If your company has installed an anti-virus system on the mail server then there could be problems with .EXE attachments, which could be automatically removed. To solve this problem TPE allows you to pack SFX archives to ZIP format that usually can pass thru this anti-virus protection without problems. «

15 DataShredder

15.1 Product overview

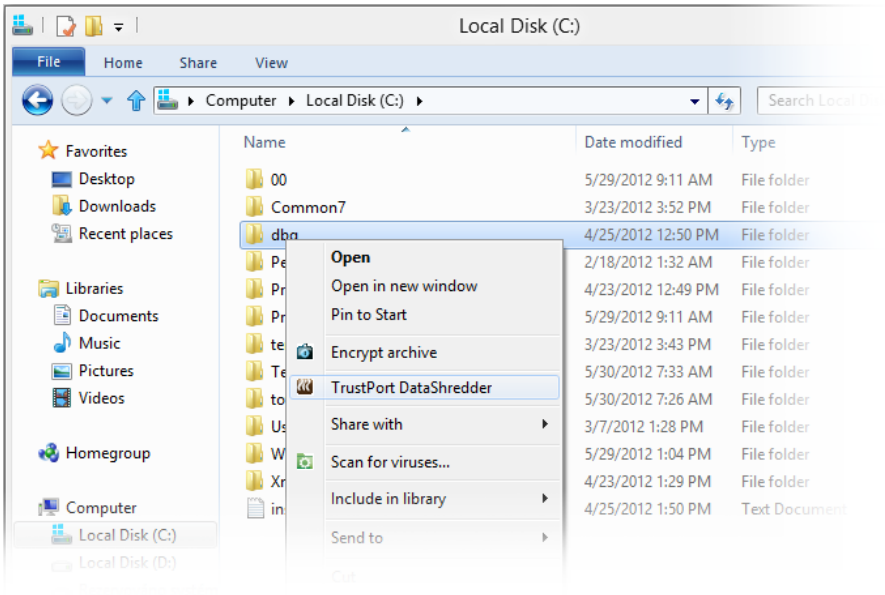
The TrustPort DataShredder is a small utility for secure unrecoverable deletion of your electronic data. You can easily delete your sensitive files, folders, free space on drives, Cookies, Internet temporary files, Recycle Bin, System temporary directory, Internet and Document history.

Key features

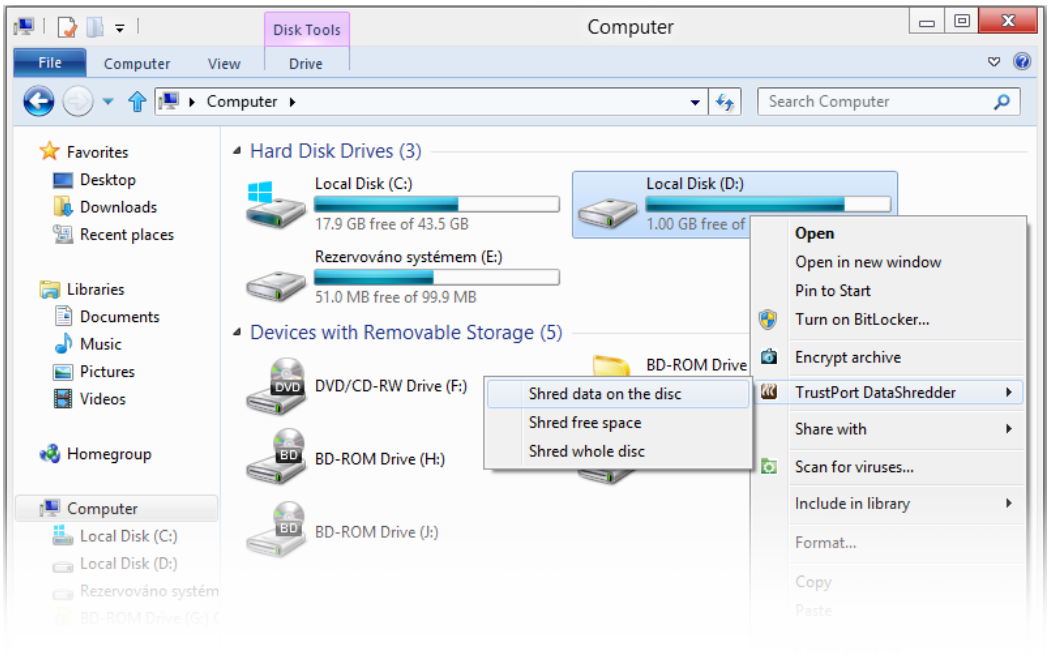
- support of Microsoft operating systems (Windows 2000 and higher),
- possibility to choose from eight shredding methods, from the most quick for common files to the most effective Peter Gutmann method with 35 shredding passes, suitable also for very sensitive data,
- possibility to generate report file with detailed list of deleted files,
- shell context menu integration (files/folders/drives),
- possibility to wipe various system caches and histories,
- unrecoverable deletion of file/folder names, sizes and locations on the drives,
- possibility to wipe from the command line. «

15.2 In Shell context menu

Program TrustPort DataShredder is fully integrated with the shell context menu and in this way it supports files/folders and drives the wiping. After installation, it appears as **TrustPort DataShredder** new option in the shell context menu displayed in any file manager upon right mouse click on any file, folder or drive.



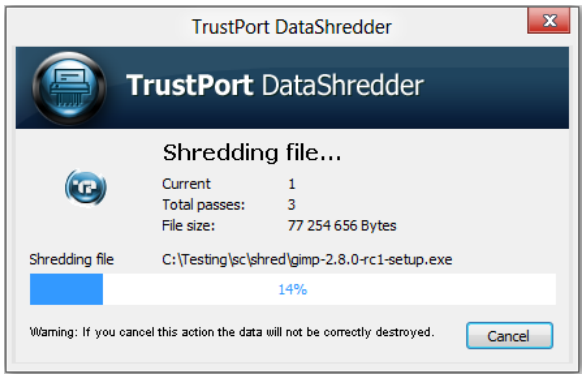
In case of drives, there are three options available: **Shred data on the disk**, **Shred free space** and **Shred the whole drive** (which is a combination of the previous options).



If you select a drive, click the right mouse button and run any command from TrustPort DataShredder item, you will be asked for confirmation. It is recommended to close all applications while you wipe the free space on the drive or all data on the drive. «

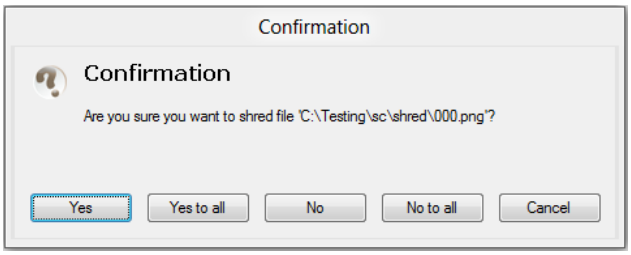
15.3 Data shredding

The dialog window, displayed below, informs you about the shredding process. Progress counter shows percentage of current file processing. Above this progress counter, a special text is displayed. This text shows current and total number of passes. Total number of passes corresponds with the selected wiping method (see **Configuration**).



Most of operations which TrustPort DataShredder does can be interrupted by user. This interruption can be done by clicking the *Cancel* button.

Every file or folder that you want to wipe must be confirmed. For the confirmation, this dialog is used.

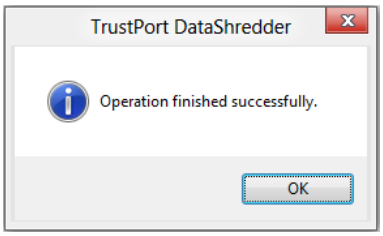


If you are sure, that you want to wipe all the selected files or directories, select *Yes to all* button, which will prevent from displaying the confirmation window for each file or directory. Button *No* will skip the

current file or directory, the process then continues with the following file or folder. If the file or directory has any attributes, then a dialog window with following notice displays: *The file '...' is a file with attribute. Are you sure you want to shred it?*

If the file is kept by another application, while you want to wipe it, a dialog window with the buttons *Abort*, *Retry*, *Ignore* and *Ignore all* appears.

After every wiping process, the result window is displayed. «



15.4 Console application

Console application TrustPort DataShredder is designed for advanced users and the network administrators who need to start the shredding from the system Windows console or from the scripts.

Console application TrustPort DataShredder is installed to the same directory as the graphic version of TrustPort DataShredder application. If you wish to use this console application, then start Command Prompt (In Windows 98 and Me, the command prompt is also called the MS-DOS prompt) by selecting "Start/Programs/Accessories/Command Prompt" and go to the directory where is the application TrustPort DataShredder installed, for example "C:\Program Files\TrustPort DataShredder\Bin". By writing down the program name (dshrcon.exe) and by pressing Enter is displayed the Help for the program. The detail parameter description is stated below.

Program dshrcon.exe has the following syntax: **dshrcon.exe [parameters] [file | directory]**. If there are not entered any parameters, then only help is displayed and the program is finished. For values *file* or *directory* is possible to enter any file or directory that you want to shred. The file or directory can be also specified by relative way. The value *parameters* can contain following parameters:

Parameter list:

Parameter	Meaning
--help (-h)	Help display with parameter overview that can be used. When the Help of TrustPort DataShredder is displayed, the application is finished.
--showmethods (-z)	Displays list of available shredding methods. After that, the program is finished.
--yes (-y)	Suppression of requirements to display confirmation about shredding of files and directories. DataShredder will use the answer *Yes* to all of them.
--version (-v)	View of version of TrustPort DataShredder application. After the version is displayed, the application is finished.
--method (-m)	This parameter serves for determination what method should the file use for shredding. The method is specified as a parameter entered after --method= or after -m. The possible method values can be found by *--showmethods*. Example: *dshrcon --method=usdod* or *dshrcon -m quick*.
--genrep (-g)	Parameter starts function of generating the report files.
--repfile (-r)	This parameter determines which file should be used for shredding reports. Behind the parameter --repfile must be entered the path the report file. It the path was not entered, the parameter will be ignored.
--askrep (-p)	DataShredder will ask before shredding for the file name where the report should be recorded.
--repover (-o)	Parameter starts a function of file overwriting before each shredding. This parameter can be used only together with the *–genrep* parameter.

--inettemp (-i)	Shredding of temporary internet files.
--cookies (-c)	Shredding cookies.
--systemp (-s)	Shredding temporary system files.
--recbin (-b)	Shredding the recycle bin.
--inethist (-n)	Shredding internet history.
--dochist (-d)	Shredding the list of recently opened documents.
--runhist (-u)	Shredding the list of started applications by Start.
--all (-a)	This parameter is a combination of parameters *--inettemp*, *--cookies*, *--systemp*, *--recbin*, *--inethist*, *--dochist* and *--runhist*.

When the shredding is finished, there is displayed a report how many files and directories were shredded and the operation was done successfully.

Example of use:

dshrcon.exe --method=usdod3 --all - It shreds by method U.S.DoD all the accessible temporary files, directories and history.
dshrcon.exe --method=german c:\data\private.txt - It shreds by method German VSITR file c:\data\private.txt.
dshrcon.exe -m quick -g -r c:\report.rpt -o -a - It shreds by method QUICK all the accessible temporary files, directories and history with creation of report file c:\report.rpt, which will be overwritten. «

15.5 DataShredder FAQ

- **How can I shred disk with TrustPort DataShredder? Which possibilities offers TrustPort DataShredder for users?**

  Run some window manager e.g. Windows Explorer, Total Commander. Select some drive, push the right button of the mouse and the shell context menu appears. In this menu is a new item TrustPort DataShredder and inside this item are three possible actions: Shred data on the disk, Shred free space and Shred whole disk (all data and free space together).

- **Can I select multiple files and shred them with TrustPort DataShredder?**

  Yes, it is possible. Select multiple files in some window manager, e.g. Windows Explorer, Total Commander, and push the right button of the mouse. The shell context menu appears and select TrustPort DataShredder item.

- **What about already deleted files? Can I shred those files?**

  Yes, it is possible. If you have files in Recycle Bin already, you can use possibility shredding Recycle Bin by TrustPort DataShredder in Wipe tab. If you have not files in Recycle Bin yet, you can use the possibility Shred free space in the shell context menu TrustPort DataShredder item of disk.

- **Data Shredder uses several methods of shredding, which method is the best?**

  It is hard to say which is better. The first method is the fastest because it has only 1 shredding cycle but it is the worst from the security point of view. The latest method is the slowest because it has 35 shredding cycles but is the best from the security point of view. For common files, it can be used some of the quick methods, for files containing sensitive data is more suitable method with higher number of shredding passes, such as Peter Gutmann method. The default method, developed by TrustPort company, uses 3 shredding passes.

- **How can I securely shred Recycle Bin or temporary files?**

  You need to run TrustPort DataShredder from Start menu or from the TrustPort Tray. In the interface, select item Wipe now from the Tools dropdown menu.

- **Can I securely shred the whole harddisk, where I have current operating system?**

  Yes, it is possible but this software uses Windows devices to work and this it is not a safe situation; this software does not guarantee that the harddisk will be shredded all right. For this purpose TrustPort, a.s. offers program TrustPort DiscShredder, which shreds securely your harddisk.

- **How can I get to the latest version of TrustPort DataShredder?**

  Visit our **website**. «

16 Disk Protection

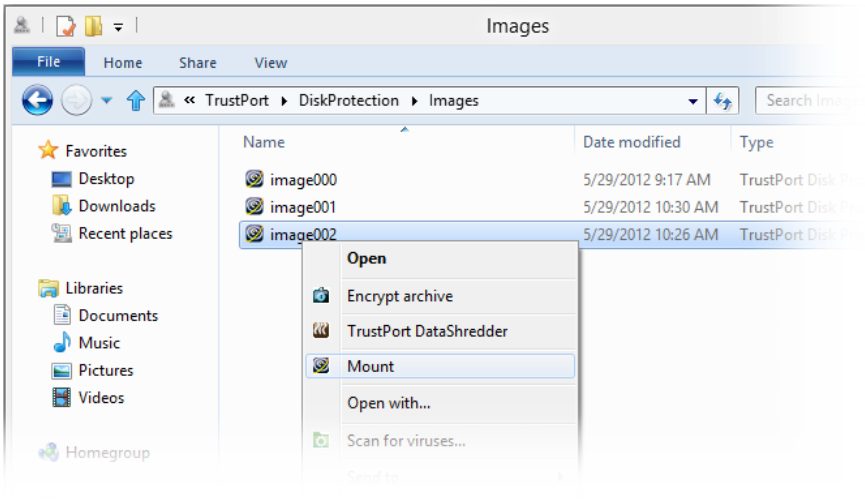
16.1 Product overview

TrustPort Disk Protection enables to create a new virtual disk on your computer. The work with a virtual disk is the same as work with any other logical drive. All data stored in this virtual disk are transparently encrypted and during reading or copying from this drive are automatically decrypted. Transparent encryption works automatically without user's assistance. When operating system crashes or a power failure occurs, then no data are avoided. All the data are continuously encrypted on the image.

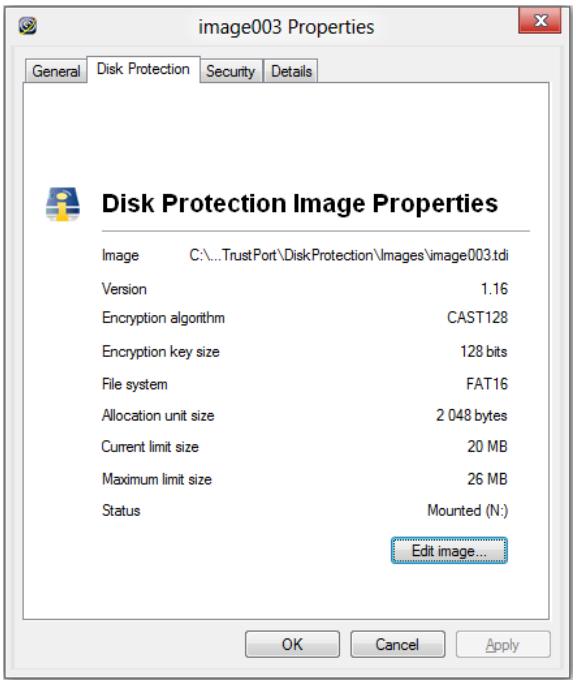
- Transparent encryption of the data.
- Easy to use, you have to create an image file only and plug it in.
- Strong hard disk encryption to protect your data.
- You can store an image file anywhere on your hard drive, on the network or in any removable media.
- Images located on the network can be shared between more users. But only the user who mounts the image as first can decide, if the image will be mounted as read and write or read-only access. If he decides to mount it for read and write then the others will have no access to this image. Otherwise all users will have read-only access to the mounted image.
- Image files can be automatically mounted during Windows start up and automatically unmounted after a period of time, when computer goes to sleep or pressing a special key combination.
- Disk Protection remembers all mounted images and mounting parameters in the recent image list and allows quick selecting and mounting of these images. Interactive management of them is also available.
- You can search for Disk Protection images on the local drive or network.
- TrustPort Disk Protection automatically chooses the optimal file system according to the image size. Available file systems are FAT 12, FAT16 and FAT32.
- The possibility to create additional user accounts in each image file for sharing the data.
- It contains an application aligned to checking and repairing damaged image files. «

16.2 In the shell context menu

TrustPort Disk Protection is associated with the shell context menu. This context menu is displayed when you right click on any image file or on a mounted drive. In this menu you can select **Mount** or **Unmount** item, depending on whether the image is currentlymounted or not.



When you right click on any image file and select the **Properties** menu item, the window with properties tabs appears. Here you can select the Disk Protection tab:



This window informs the user about an image and displays all available details:

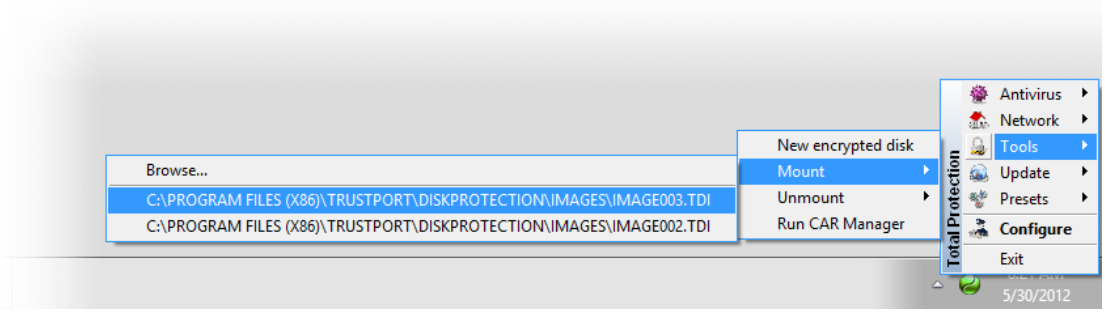
- the image file version number,
- encryption algorithm, which has been selected at the time of image creation,
- encryption key size, it depends on selected encryption algorithm,
- file system used for this image file, which depends on image file size. Image file with size equal or less than 8MB uses FAT 12 file system, an image with size equal or less than 256MB uses FAT16 file system and image up to 32GB uses FAT32 file system,
- size of allocation unit, it depends on used file system and selected image size,
- actual limit size , what is current size of the image and it can be increased until maximum image size; to do this use **Image editor**,

- maximum limit size, it is the maximum size that the image can be increased to,
- status, it is the state of image and it can be Unmounted or Mounted.

At the bottom of this window is a special *Edit image* button. If you click this button, then **Image Editor** will be started and selected image file automatically opens for editation. «

16.3 Quick Launch

This application runs in Windows tray and allows you to quickly launch any Disk Protection application. It allows users to create new encrypted disk or mount/unmount images.

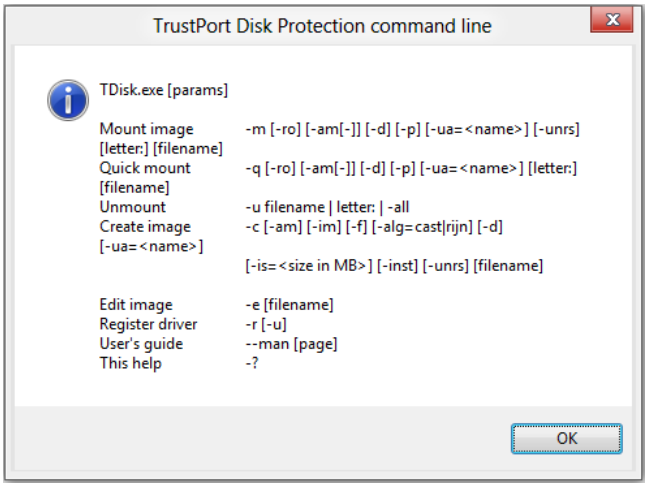


TrustPort tray is automatically started during Windows logon.

Disk Protection Quick Launch also collects all classic Windows shortcuts located in Shortcuts/DiskProtection folder in your installation directory (for example "C:\Program Files\TrustPort Disk Protection\Shortcuts\DiskProtection"). You can add other shortcuts to this folder or modify existing if you want. «

16.4 Command line parameters

Disk Protection uses command line parameters, which specifies operation that should be performed. If you don't specify any command line parameter, then Disk Protection expects mounting request and runs **Mount Wizard**.


TrustPort Disk Protection command line
TDisk.exe [params]
Mount image [letter:] [filename] -m [-ro] [-am[-]] [-d] [-p] [-ua=<name>] [-unrs]
Quick mount [filename] -q [-ro] [-am[-]] [-d] [-p] [-ua=<name>] [letter:]
Unmount -u filename | letter: | -all
Create image [-ua=<name>] -c [-am] [-im] [-f] [-alg=cast|rijn] [-d]
[-is=<size in MB>] [-inst] [-unrs] [filename]
Edit image -e [filename]
Register driver -r [-u]
User's guide --man [page]
This help -?
OK

Detailed description of parameters:

Each command and switch has to be introduced by a special switching character '-' or '/'. In the following list are described all command line parameters of TDisk.exe application:

-m Mount an image using **Mount wizard**,

-ro mount as read-only,

-am add the image to the auto-mounts list,

-am-	remove the image from the auto-mounts list,
-d	disable modifying mount parameters except user credentials,
-ua=name	given user account name will be used instead of account name taken from the Windows,
-unrs	special parameter, which makes TDisk.exe to remove itself from the list of automatically started applications during Windows start-up (used during installation),
letter:	select the letter, which will be assigned to the mounted image,
file	the file name of the Disk Protection image that should be mounted.
	TDisk.exe -m -am -d -ua=henry q: "c:\Program Files\TrustPort Disk Protection\Images\image000.tdi"

-q **Quick mount** of an image,

-ro	mount as read-only,
-am	add the image to the auto-mounts list,
-am-	remove the image from the auto-mounts list,
-d	disable modifying mount parameters except user credentials,
-ua=name	given user account name will be used instead of account name taken from the Windows,
letter:	select the letter, which will be assigned to the mounted image,
file	the file name of the Disk Protection image that should be mounted.
	TDisk.exe -q -ro -d -ua=henry q: "c:\Program Files\TrustPort Disk Protection\Images\image000.tdi"

-u Unmount a virtual disk or disk image respectively,

file	the file name with full path of the mounted image OR
letter:	a letter that should be unmounted OR
-all	unmount of all currently mounted virtual disks.
	TDisk.exe -u q:

-c **Create a new Disk Protection image,**

-am	add the image to the auto-mounts list,
-im	mount the image after creating,
-f	fill in the parameters automatically,
-alg=	change encryption algorithm, which will be used for the new created image,
	cast CAST 128 algorithm,
	rijn AES (Rijndael) algorithm
-d	disable modifying creating parameters except user credentials,
-ua=name	given user account name will be used instead of account name taken from the Windows,
-is=size	specify new image size in megabytes (current size),
-unrs	special parameter, which makes TDisk.exe to remove itself from the list of automatically started applications during Windows start-up (used during installation),
-inst	a modification of creation parameters used in the installation of Disk Protection application,
file	the name of file name with full path, which will be used for

the new Disk Protection image.

TDisk.exe -c -am -im -f -alg=cast -ua=henry -is=512 "c:\Program Files\TrustPort Disk Protection\Images\image000.tdi"

-e **Edit an image file** (user account management, increasing the limit etc.),

file the file name with full path of an image that will be edited.

TDisk.exe -e "c:\Program Files\TrustPort Disk Protection\Images\image000.tdi"

-r Registration of Disk Protection driver. It starts an administration utility that registers the encryption driver to Windows,

-u unregistration of Disk Protection driver from Windows.

TDisk.exe -r -u

--man Open Disk Protection user's guide

-? Show window with quick help about command line parameters. «

16.5 Hotkeys

Image Editor

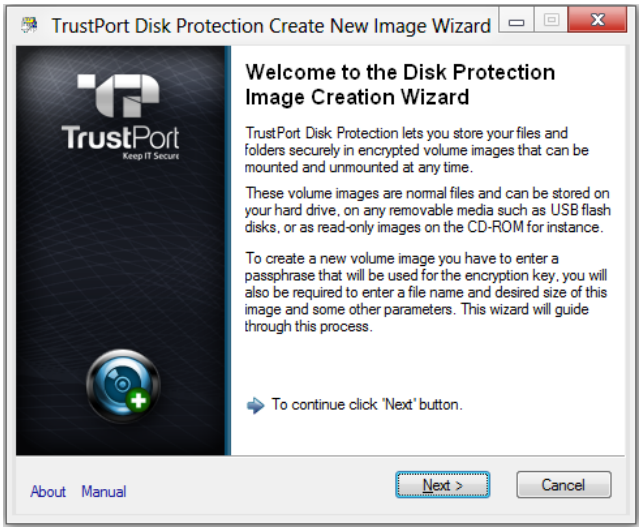
Hotkey	Meaning
Ctrl + N	**Create a new image.**
Ctrl + O	Open an image.
Ctrl + L	Close the opened image.
Ctrl + M	Mount image.
Ctrl + U	Unmount image.
Ctrl + S	**Change image size limit.**
Alt + Enter	**Show parameters.**
Ctrl + Ins	**Add new user account.**
Shift + Del	**Delete selected user accounts.**
F2	**Rename selected user account**.
Ctrl + E	**Set password for authenticated user account.**
Ctrl + T	**Change account type.**
Ctrl + P	**Change password for authenticated user account.**
F1	Invoke context help from the Disk Protection User's Guide.
Alt + F1	Display About box.
Shift + F1	Display license key information.

Mounts Manager

Hotkey	Meaning
Ins	Add a new image to the auto-mount or recent mount list.
Del	Delete selected image from the auto-mount or recent mount list.
Shift + Up	Move selected image file up in the auto-mount or recent mount list.
Shift + Down	Move selected image file down in the auto-mount or recent mount list.
F1	Display help.

16.6 Create a new Disk Protection image

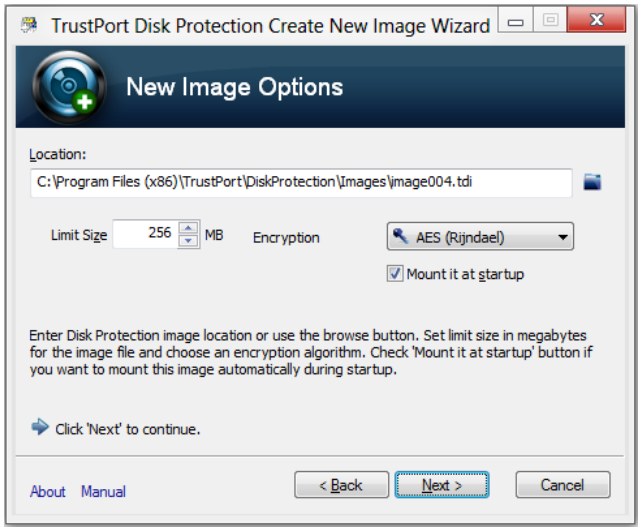
The Disk Protection Create New Image Wizard is an application that allows you to easily Create a new image. Images created by this wizard are normal files and you can store them on your harddisk, any removable media, or also as for example read only files on CD-ROM. Image created by this wizard is automatically mounted when this wizard successfully finishes.


TrustPort Disk Protection Create New Image Wizard
TrustPort
Keep IT Secure
Welcome to the Disk Protection Image Creation Wizard
TrustPort Disk Protection lets you store your files and folders securely in encrypted volume images that can be mounted and unmounted at any time.
These volume images are normal files and can be stored on your hard drive, on any removable media such as USB flash disks, or as read-only images on the CD-ROM for instance.
To create a new volume image you have to enter a passphrase that will be used for the encryption key, you will also be required to enter a file name and desired size of this image and some other parameters. This wizard will guide through this process.
To continue click 'Next' button.
About
Manual
Next >
Cancel

This wizard can be started from the Start menu or using **Disk Protection Quick Launch**, or through **command line parameters** of **TDisk.exe** program. «

16.6.1 New Image Options

At this page you have to specify a name of the new image. The image can be located any place on your hard drive or removable media where you have writing access, or on the network drive, with the capacity at least 5 MB.


TrustPort Disk Protection Create New Image Wizard
New Image Options
Location:
C:\Program Files (x86)\TrustPort\DiskProtection\Images\image004.tdi
Limit Size
256
MB
Encryption
AES (Rijndael)
Mount it at startup
Enter Disk Protection image location or use the browse button. Set limit size in megabytes for the image file and choose an encryption algorithm. Check 'Mount it at startup' button if you want to mount this image automatically during startup.
Click 'Next' to continue.
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Cancel

The wizard presets the image size (256 MB or 64 MB), but it can be changed in the **Size limit** field. There are just three conditions:

- You can't create a larger image than the free amount of space on the target location,
- Disk Protection can't create an image larger than size limitation of used file system in newly created image. Disk Protection internally chooses the best file system depending on the limit size you have setup. There are three supported systems - **FAT 12**, **FAT16** and

FAT32. Therefore the size limitation of the new image is 32 GB, what is the limitation of FAT32 system.

- You can't create an image larger than 4095 MB on target disk, if the target disk uses any FAT file system, because the maximum file size on FAT systems is limited to 4 GB (approximately 4095 MB). This last mentioned limitation is not relevant on NTFS file systems, where is no problem to create a file larger than 4 GB.

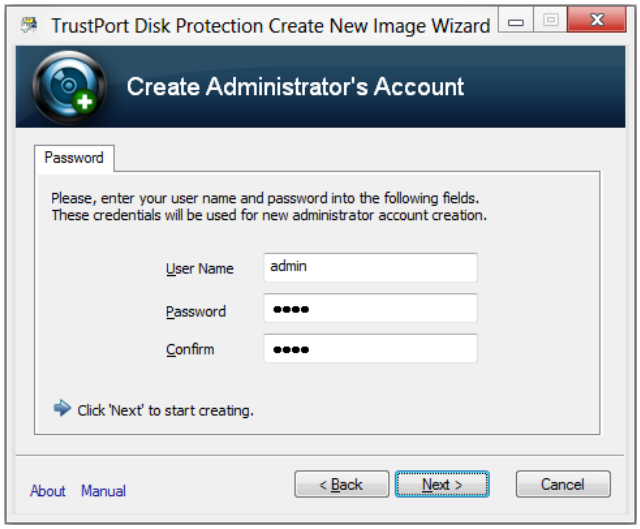
For more details please go to **Set image limit**.

You can choose the encryption algorithm, which will be used for the new image. It is not possible to change the encryption algorithm of already existing image, so you have only one chance to choose it at this time. You have two choices: AES (Rijndael) and CAST128 algorithms. Default option is AES (Rijndael) algorithm.

The last option what you can setup on this page is selection if you want to automatically mount the new created image at system startup. If you check the option **Mount it at startup**, wizard will add it to the list of automatically mounted images. It is possible to add any image to this list later using **auto-mounts manager**. «

16.6.2 Create Administrator's Account

This step is focused on creation of a new account in the image, which will be used for authentication to this image. Disk Protection automatically fills up the user name field with the user name gained from the Windows system. You can also change it if you want. Remember that the user name can contain an alphanumeric character and is **case insensitive**.

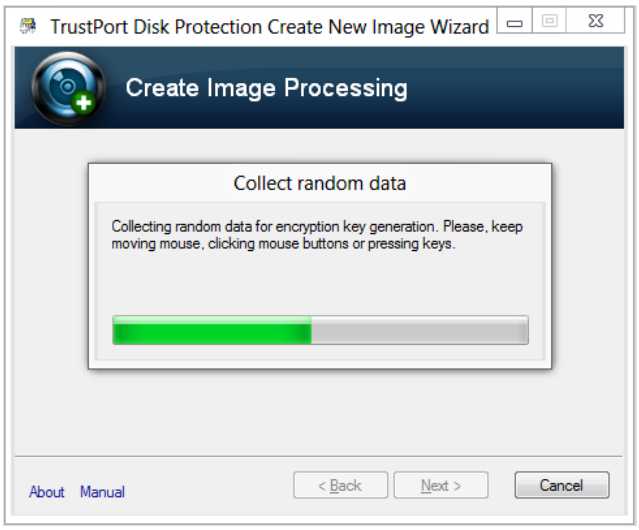


Enter the password into relevant fields.

It is crucial to choose a strong password. It is possible to leave password fields blank but we strongly recommend using combination of small and capital letters and numbers in the minimum length of 8 characters. «

16.6.3 Create Image Processing

The first step of image creating procedure is collecting of random data needed for data encryption key generating. Please, keep moving mouse pointer over the window, clicking or pressing any key.


TrustPort Disk Protection Create New Image Wizard
Create Image Processing
Collect random data
Collecting random data for encryption key generation. Please, keep moving mouse, clicking mouse buttons or pressing keys.
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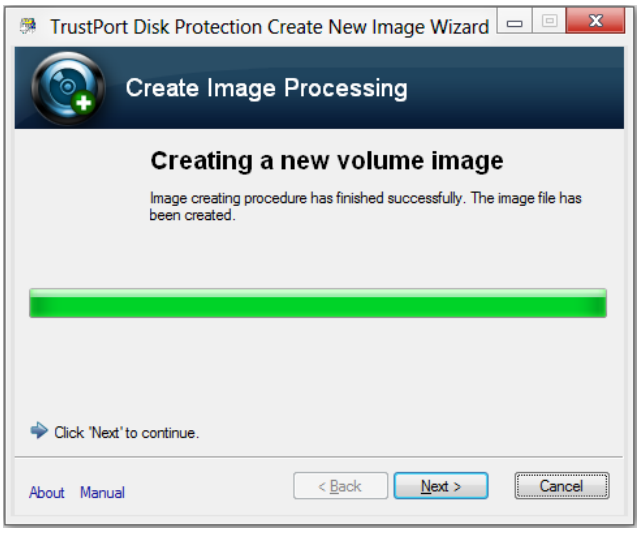
Cancel

TrustPort Disk Protection creates a new image file. You can interrupt this process by clicking *Cancel* button or by *Esc* key.


TrustPort Disk Protection Create New Image Wizard
Create Image Processing
Creating a new volume image
Image creating procedure has finished successfully. The image file has been created.
Click 'Next' to continue.
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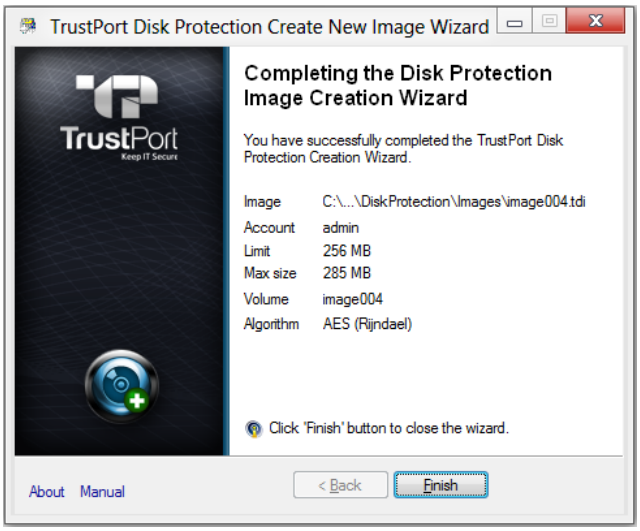
Cancel

The process of creating, formatting and encrypting of the image may take some time. Time needed for this operation depends on the image size, selected method, used file system etc. «

16.6.4 Finishing Create New Image Wizard

After the process is finished, new image is created on the target disk and is ready for use.

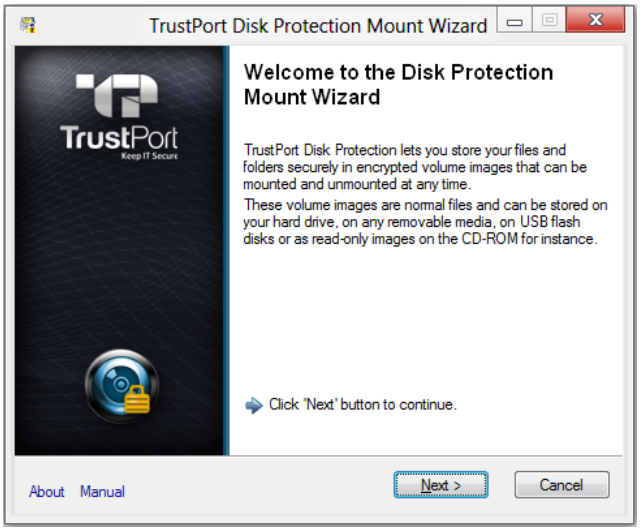


The last page displays summary of information about created image, including new file name, name of the administrator account, size limit, selected algorithm etc. After clicking on **Finish**, the image is mounted and the wizard is closed. If there is an error during mounting the image, the program will display an error message. If you press *Esc*, or close the wizard, then the wizard won't mount the created image to the system.

Total number of available letters is limited to 26 (A-Z). If there is no letter available for mounting the image, the mounting process will fail and a warning message will be displayed. «

16.7 Mount Wizard

Mount Wizard allows you to mount an image in a very easy way. Mount Wizard expects that you have an already created image, see **Create a new Disk Protection image wizard**. There are more ways how to start Mount Wizard. You can do this by clicking on an image file or by running application **TDisk.exe** without parameters, or with parameter **–m**, see **command line parameters**. Mount Wizard allows you to mount an image from various places, e.g. harddisk, network, CD-ROM, USB device etc. «


TrustPort Disk Protection Mount Wizard
TrustPort
Keep IT Secure
Welcome to the Disk Protection Mount Wizard
TrustPort Disk Protection lets you store your files and folders securely in encrypted volume images that can be mounted and unmounted at any time.
These volume images are normal files and can be stored on your hard drive, on any removable media, on USB flash disks or as read-only images on the CD-ROM for instance.
Click 'Next' button to continue.
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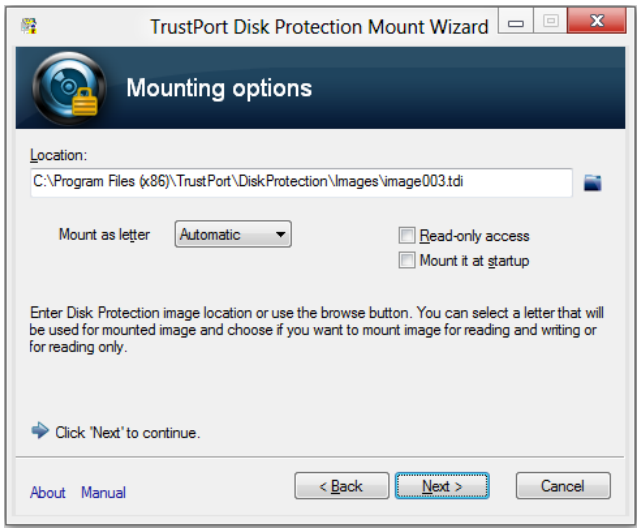
Cancel

16.7.1 Mounting Options

If you don't specify an image file name as command line parameter, then you have to type the filename into the **Location** field or use the browse button. The next parameter you can change is mounting letter. You can select it from a list of available letters or you can leave the option **Automatic**, which means that first available letter will be used.


TrustPort Disk Protection Mount Wizard
Mounting options
Location:
C:\Program Files (x86)\TrustPort\DiskProtection\Images\image003.tdi
Mount as letter
Automatic
Read-only access
Mount it at startup
Enter Disk Protection image location or use the browse button. You can select a letter that will be used for mounted image and choose if you want to mount image for reading and writing or for reading only.
Click 'Next' to continue.
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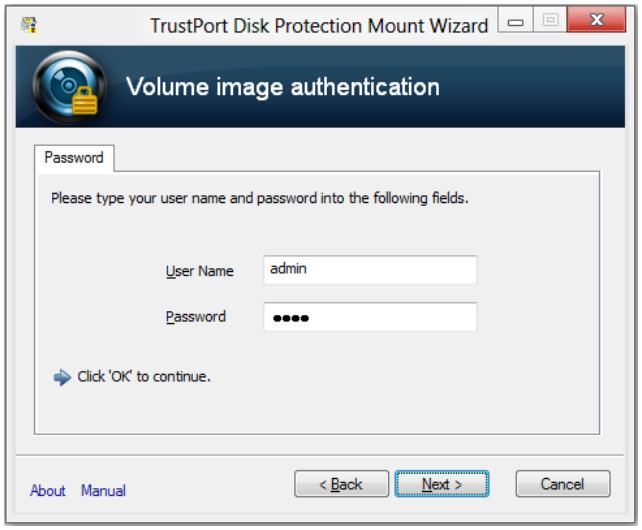
Cancel

Read-only access means that image will be mounted as read-only, no matter the user rights defined by user account. If you select **Mount at start up** option, then selected image will be added to the auto-mounts list.

Total number of available letters is limited to 26 (A-Z). If there is no letter available for mounting the image, the mounting process will fail and a warning message will be displayed. «

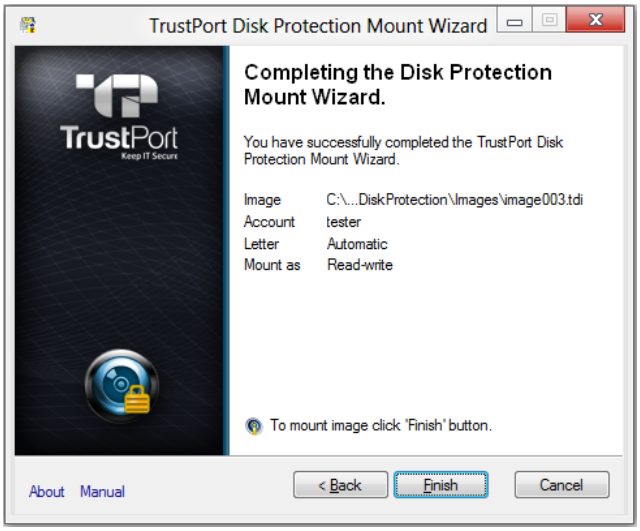
16.7.2 Volume image authentication

At this page you have to enter the user name and password for selected image file. A user name can contain alphanumeric characters only and is case insensitive. «



16.7.3 Completing Mount Wizard

At this page you can review all selected mounting parameters. When you click the **Finish** button, Disk Protection starts mounting procedure and the image will then be "plugged-in" to the Windows and you can start using the new mounted drive. If something is wrong, Disk Protection displays an error message and you can go back thru the wizard and change any parameter.



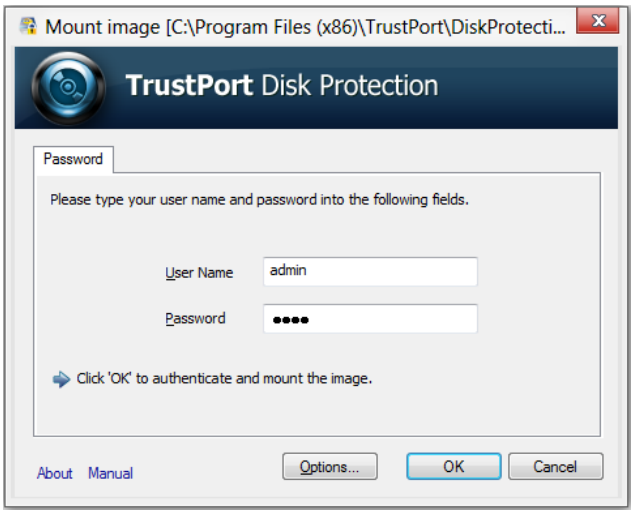
Total number of available letters is limited to 26 (A-Z). If there is no letter available for mounting the image, the mounting process will fail and a warning message will be displayed.

The image that is going to be mounted mustn't be compressed or encrypted by the NTFS file system. If Disk Protection detects that the mounting image is compressed then decompresses it automatically.

If the image file is encrypted by the EFS then Disk Protection displays a warning message and mounting procedure is cancelled. In this case you have to decrypt it manually. «

16.8 Quick mount

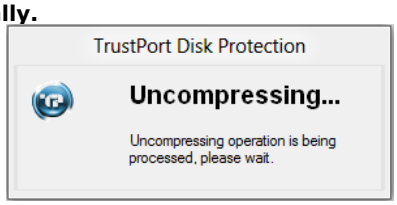
This application affords you to mount an image very quickly and easily. It expects that you have already created an image file, see **Create a new Disk Protection image wizard**. Quick mount can be launched from the system context menu after right-clicking the image file and selecting the **Mount** option, from the **Disk Protection Quick Launch**, or by **parameters of command line**. Mount Image allows you to mount an image from various places on your harddrive, CD-ROM, USB flashdisk, network etc.



You have to enter the username and password, confirm by OK button, then the image will be mounted. New disk will appear in Windows. If something is wrong, Disk Protection will display an error message and you can check the parameters.

The number of available disk letters is limited to 26 (A-Z). If there is no available letter in the system for mounting an image, mounting operation will fail.

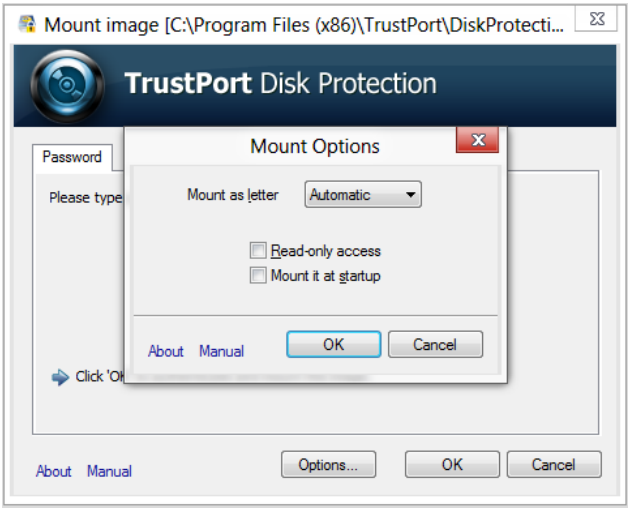
The image that is going to be mounted mustn't be compressed or encrypted by the NTFS file system. If Disk Protection detects that the mounting image is compressed then decompresses it automatically.



If the image file is encrypted by the EFS then Disk Protection displays a warning message and mounting procedure is cancelled. In this case you have to decrypt it manually. «

16.8.1 Quick Mount Options

In this dialog window, you can select a mounting letter from the list. Another option is *Read-only access*. If you select it, the mounted image will be accessible for reading only. If you select *Mount it at start up* option then selected image will be added to the auto-mounts list. If you remove selection, this image will be removed from the auto-mount list. «



16.9 Disk Protection FAQ

- **I want to add a new user account, delete user, rename user, set user password or change account type function and I cannot choose it in Disk Protection. I don't understand it, what's happened?**

  There are more reasons for this situation. Firstly you need administrator privileges to be able to do these actions. If you are a common user or read-only user then you are not allowed to do this. The second reason might have been the state of opened image file. If this image is currently mounted, what is signalized by red light in the status bar, then all administration functions are disabled.

- **I have an administration account but I cannot add a new user. TrustPort Disk Protection displays warning, that there is not enough free space to do this operation but I have enough free space. I don't understand what happened.**

  Check number of your users. The maximum number of user accounts in each image is limited to 20.

- **I can't format an image file using Windows tools, because Windows isn't able to complete formatting operation. When I close the format application, Disk Protection cannot access the mounted drive. What can I do?**

  This version of Disk Protection doesn't support image formatting using Windows tools. Windows had locked this drive for exclusive access during formatting operation and because it didn't finish successfully, this lock hasn't been removed. The solution is to Unmount this image and mount it again. If you need to format an image, run Disk Protection CheckImage application from the installation folder (…\TrustPort\DiskProtection\bin\tdcheck.exe), switch to advanced mode, open the image and use the *Format image* option in File menu.

- **I create a new image, unselect *Mount at start up* option but in spite of this Disk Protection mounts the new image. I am confused.**

  The new image is always mounted. If you want different behaviour, you have to change Create Wizard starting parameters manually. To do this, you need some knowledge of XML files. Locate tpdptray.htm file in the installation folder's Shortcuts\DiskProtection subfolder and find the TPT_ITEM element with id="3099". There you can modify the creating parameters. The Mount at startup means that the image will be automatically mounted when you logon to Windows next time.

- **I use Windows XP and I cannot mount an image, even if I have a lot of available letters. Why?**

You may have used switching users in Windows XP and there are more users logged in at the same time and have their own mounted images.

- **Although I have typed right username and password the Disk Protection informs me that the image is already mounted. I am confused. I use Windows XP.**

  There is another user logged-in and this user has already mounted the image file that you try to mount.

- **I have mounted an image using Mount Wizard and even if I see that the image is mounted as read-write, I'm not able to write to this image. Why?**

  This is a user rights problem. Your user account has only read-only permission and therefore you can only read data from the mounted disk. To be able to write data to the mounted disk you need a standard user or administrator privileges.

- **I can't write any data to a mounted image though I have created this image and therefore I have administrator's privilege. What's happened?**

  This can be caused by three different reasons. Are you sure that you have write access to the place where the image is located? Are you sure that your account has administrator privileges right now? Another administrator could change your account to read-only for instance. Check the license, it may have expired. If the license expires, then Disk Protection allows only read-only mounting.

- **I forget my administration password. What can I do?**

  If there is another account with administrator privileges in the image then you can ask this user to set your password. But if you are the only administrator, then it is a serious problem. You have to remember your password, because neither manufacturer can help you to get any data from the image.

- **I have changed the last administrator account to read-only user account. But I need to do some administration operation. What can I do?**

  If you delete or change the last administrator account, then the image becomes uneditable. It means that nobody is able to create a new user account, delete account, change account type, change limit, etc. There is only one chance to create a new account: you must create a new image and copy all the data files to it.

- **I can't increase limit size of an image. Why?**

  Check if this image file is not mounted. If it is, unmount it and try this operation again. If this image is unmounted, then look at the information and check if there is available free space in size limits (maximum limit and actual limit mustn't be the same). If none of these procedures helped you, then there is no other possibility to increase this image size. You have to create a new image and copy your data to it.

- **I want to create a new image but Disk Protection Create Wizard doesn't allow creating an image greater than 4095 MB even if I have enough free space on the destination disk. What's wrong?**

  You have probably reached the limitation of FAT file system. The destination disk where the new image should be created uses FAT or FAT32 file system. One of the limitations of FAT system is that there isn't possible to create a file larger than 4 GB (4095 MB). If you need larger image file, you have to create a new image on disk with NTFS file system. «

17 CheckImage

17.1 Product overview

CheckImage is a powerful tool for checking your encrypted images and repairing of opportune errors that can occur for instance because of wrong computer shutdown. When you encounter a problem in your image, you are strongly recommended to check it using CheckImage. But you should check your images after each incorrect shutdown.

You can't check an image that is at the same time mounted to your computer or edited by utilities like Image Editor. You have to unmount it, or close it, first and then you can check that image and finally remount it.

- CheckImage has two different difficulty levels to make it easy to use and powerful together.
- CheckImage finds the errors and chooses appropriate solution automatically using sophisticated logic.
- You can change the method used by repairing for each wrong item.
- You can choose the FAT table on which will be the repairing based.
- You can also format an image using CheckImage.
- CheckImage logs all repairs into a file. «

17.2 Description of error types and repairing

This page contains information about error types as CheckImage detects them.

These error names use CheckImage in the *Error* column**:**

- **Crosslinked**

  Description:

  Each file (and directory) consists of several clusters (the whole image is divided into clusters, their size is fixed by formatting), that aren't in the image always one after another. Each cluster of such a file has its unique index and in the FAT there is for this cluster a reference to the next cluster, where that file continues (for the last cluster there is a mark that the file ends here). Clusters of a file create this way a chain.

  But when the FAT goes wrong and a reference from one link of a chain points to a completely different file, the previous continuing of this chain gets lost and the chain (= the file) joins a foreign chain. So now two different files have joint ends. This situation can also simply happen to more than two files at once (they create a crosslinked group). It's almost impossible to make out to which file belonged the joint end before.

  One clue to this problem is the file length information in the parent directory entry that logically hasn't been affected by an error in FAT. When a file "stoles" its end from another file, it's possible that this new end hasn't the same chain length as the former end had. In this case the file length doesn't consist with the real length of the file chain. On the other hand if the file length and the length of the chain have the same value, it is most likely that this file has its own end that other chains joined.

  Solution:

  If the crosslinked item is a directory, there is no way to repair it and it has to be deleted.

  A crosslinked file is by default set to be deleted. Only if there is just one file in a crosslinked group that has correct chain size, in this case this file is set to be corrected. You can't select do nothing option for a crosslinked file.

You can repair more files from one crosslinked group. The repairing then proceeds according to specified priority. The file with the highest priority occupies its whole chain including the joint part, the others take in sequence as much of their chains as possible (until they run into a part of the chain that has occupied some file before). This applies to methods Repair it and Repair it (extend). For method Repair it (shorten) a file occupies its chain until it reaches its size specified in parent directory.

- **Too long**

  Description:

  The chain of this file (see first paragraph in the description of "Crosslinked") is too long. Its size is bigger than the size of this file recorded in the file's parent directory. The length of the chain is in the parentheses next to this error.

  Solution:

  There are two possibilities how to repair this error:

  Repair it (shorten): this method shortens the file chain so it fits the size specified in the parent directory.

  Repair it (extend): on the other side if you choose this method, the file size in the parent directory will be increased to the chain size.

- **Too short**

  Description:

  The chain of this file (see first paragraph in the description of "Crosslinked") is too short. Its size is smaller than the size of this file recorded in the file's parent directory. The length of the chain is in the parentheses next to this error.

  Solution:

  The only way to repair it is to correct the size entry in the parent directory in agreement with the chain size, so the file gets smaller. You can't enlarge the chain, because you don't know where it should continue. For the last cluster in the chain there is no reference to the next cluster.

- **Too-long-path**

  Description:

  The complete path to this file (or directory) is longer than 255 letters, which is illegal in Windows. There are two ways how this can happen:
  1. This is an error in some parent directory, which implicates that that directory contains many nested files and directories with unreadable names and enormous sizes. These files (including the one with "Too-long-name" error) haven't most likely ever existed, this is just an error in that directory.
  2. This file (or directory) is really valid, but the path to this file has been extended over the limit after that this file was created. Maybe some parent directory has been renamed or moved into a directory with longer path.

  Solution:

  1. case: There's no reason to repair this item. You should either delete the whole wrong directory, or all it's invalid content if it contains some additional valid files.
  2. case: If you want to save this file you must change the method to Do nothing (otherwise it would be deleted by repairing). After the repair you must shorten the path to this file manually (but you can't rename this file directly). **If this is a directory, all its opportune content will be deleted although you set its action as "Do nothing", when you repair it.** You must shorten the path to this directory **before** you repair this image.

- **Self LFName**

  Description:

  In the FAT filesystem (used in TDisk images) has each file since the MS-DOS its name in the format 8.3 (8 letters for the filename and 3 letters for the file extension). The Windows operating system added to the filesystem longer names. But these longer names are stored separately because of holding compatibility with the old system. So it is possible that a long name is corrupted while the corresponding short name is all right. That's the case of this error. What CheckImage managed to read from the corrupted filename is that filename which you can see in the errors list.

  Solution:

  You can of course delete the whole file. You can also do nothing with this error but it's possible that you won't be able to read or modify this file later in normal usage. If you choose to repair this error, the long filename will be deleted so just the short name will remain. You can, after you mounted the image, rename the file back to its whole long name manually.

- **Invalid FAT index**

  Description:

  One cluster from this file's chain has an invalid reference to the next cluster where this file should continue. That reference pointed to a nonexistent cluster. For further explanation of file chain see the first paragraph in the description of "Crosslinked". This error is most likely combined with the "Too short" error.

  Solution:

  It is impossible to correct the invalid reference in terms of finding the cluster where the file originally continued. You can just trim the file on position of the invalid reference. Additional repairing progress depends on other errors that this file contains (e.g. the length of a file with a "Too short" chain will be shortened to fit the chain length).

  A directory with this error has to be deleted.

- **Loop error**

  Description:

  This error is very similar to the "Invalid FAT index" error. But in this case a bad reference points from one cluster to another cluster that is already somewhere earlier in the chain of this file. So the file has in its chain an endless loop.

  Solution:

  The file has to be trimmed on the position of the bad reference. The repair methods also depend on other errors in this file.

  A directory with this error has to be deleted.

- **Duplicate name**

  Description:

  Path to each file must be unique. This implies that a directory can't contain more files with the same name.

  Solution:

  You can save only one file from such a group of files with the same name. You must delete all other files from this group. If you don't do this, you won't be able to accede to these files except for one (except for the file that is in the parent directory as the first from this group).

- **LFName**

  Description:

  Long filenames (see the description of "Self LFName") are stored in the parent directory of corresponding files. This error indicates that there are some long filenames in this directory that don't belong to any files.

  Solution:

  If you choose to repair this error, these redundant long filenames are simply deleted.

- **Dots error**

  Description:

  Each directory (except for the root directory) contains two special items. One item (with the name "..") that points to the parent directory and the other (".") that points to itself. This error means that these items are somehow corrupted.

  Solution:

  To repair this error is rather simple (if the item doesn't contain any more serious error). These two directory items are plainly repaired.

- **Invalid size**

  Description:

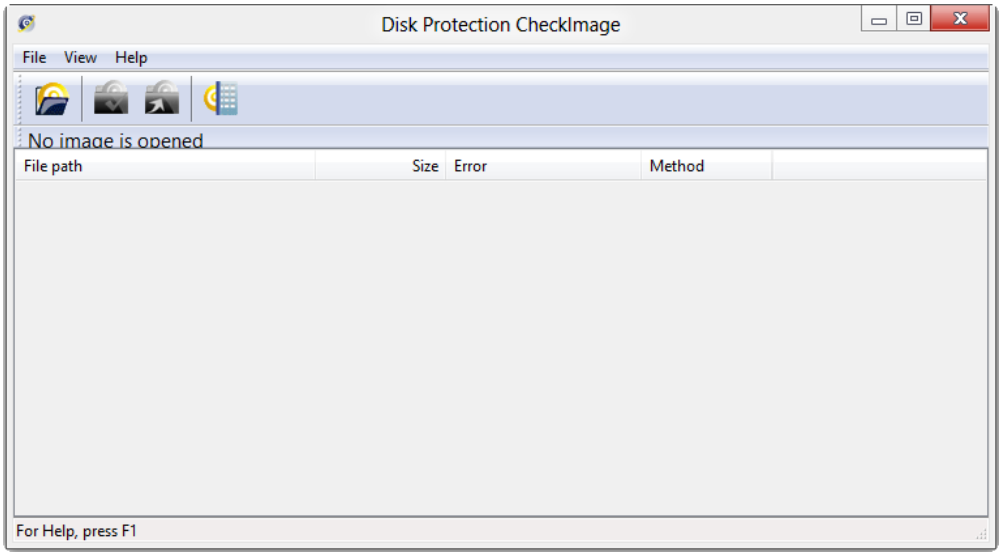
  This directory has too much allocated space. Either there are many redundant deleted items at the end of this directory (that's no weighty error) or is this directory also "Crosslinked".

  Solution:

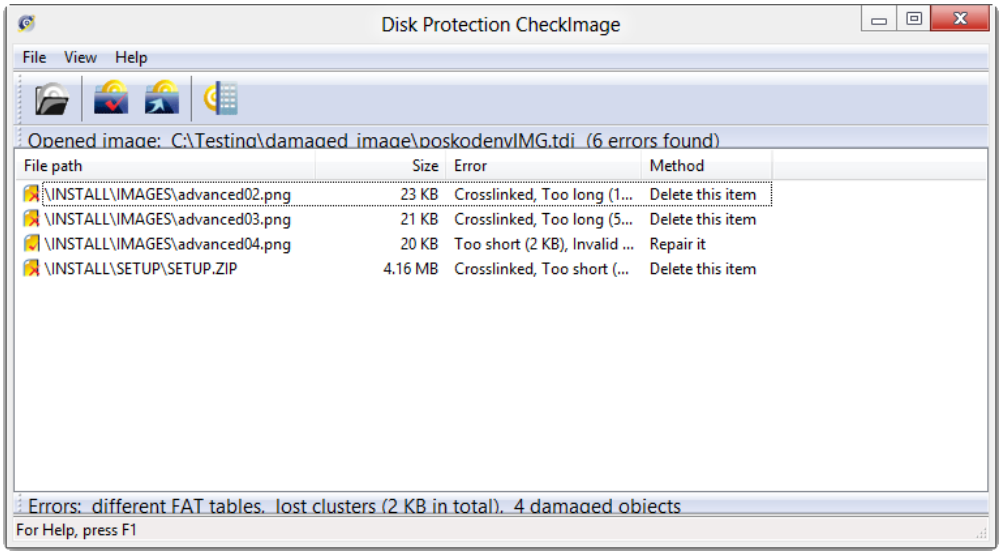
  If the directory is "Crosslinked", it must be deleted. Else it's easy to repair it by deleting the unnecessary end of the directory. «

17.3 Simple mode

Simple mode is designed for intuitive and easy to use interface. You won't get lost in plenty of features and functions. All the complexity is hidden inside. When you start the program, there are just two possible actions: you can check an image or eventually switch to the advanced mode.



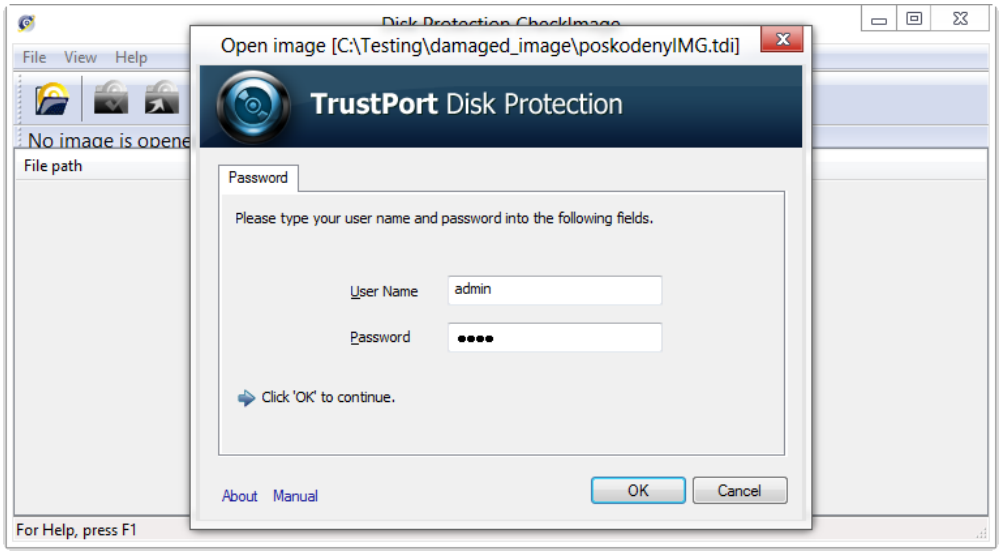
When you choose to check your image, CheckImage performs all necessary control procedures and shows you the results. After this you just have to press one button to repair all errors. If you don't want to do it immediately, you can close the opened image without any repairs, of course. «


Disk Protection CheckImage
File View Help
Opened image: C:\Testing\damaged_image\poskodenyIMG.tdi (6 errors found)
File path Size Error Method
\INSTALL\IMAGES\advanced02.png 23 KB Crosslinked, Too long (1... Delete this item
\INSTALL\IMAGES\advanced03.png 21 KB Crosslinked, Too long (5... Delete this item
\INSTALL\IMAGES\advanced04.png 20 KB Too short (2 KB), Invalid ... Repair it
\INSTALL\SETUP\SETUP.ZIP 4.16 MB Crosslinked, Too short (... Delete this item
Errors: different FAT tables, lost clusters (2 KB in total), 4 damaged objects
For Help, press F1

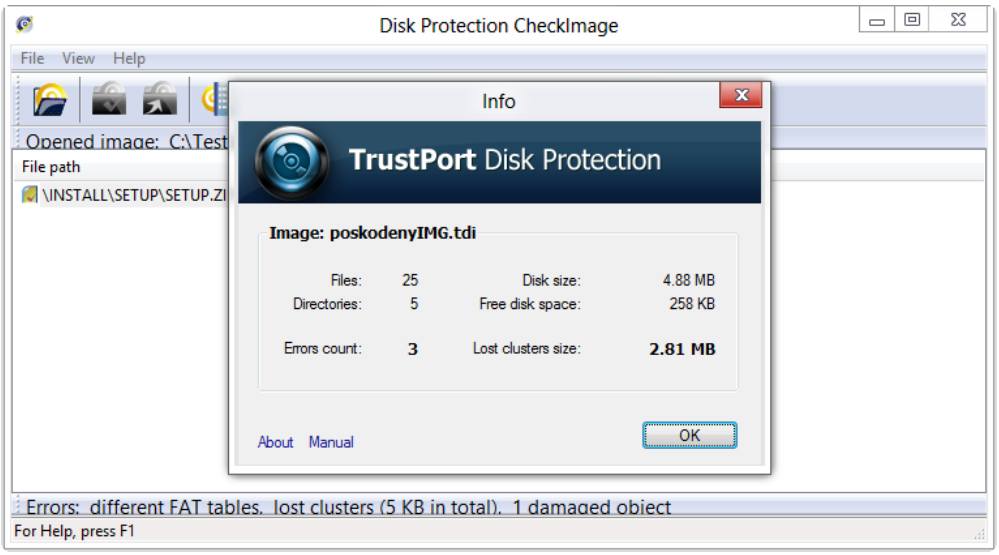
17.3.1 Check an image in simple mode

When you click on the button **Check image** on the toolbar or select appropriate command in the File menu, the standard open file dialog appears.

After you select an image to repair, the program requests your authentication.



If your authentication is valid, the disk is checked. An information dialog appears that brings the results together.



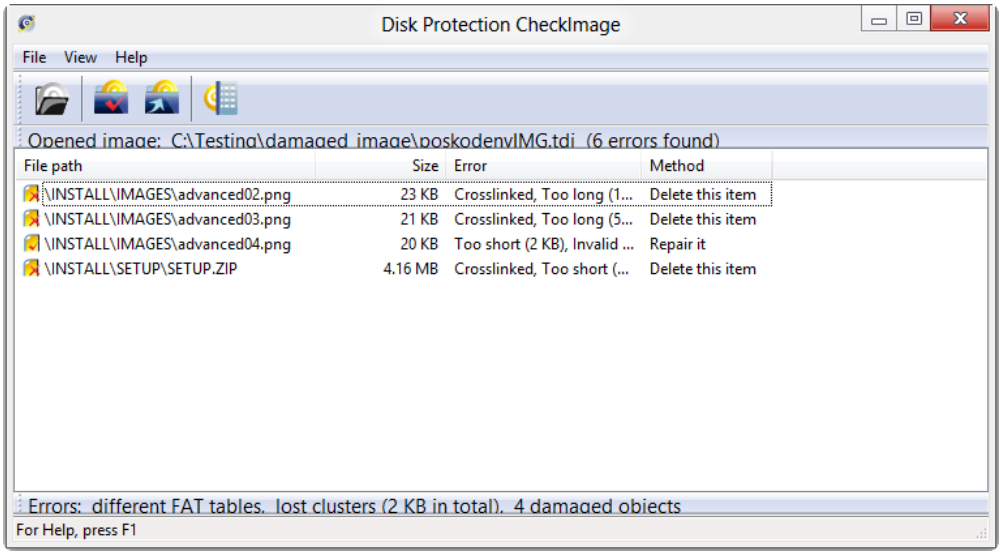
If the image contains no errors, it is closed finally, and you can continue to check other images. «

17.3.2 Errors and their repairing in simple mode

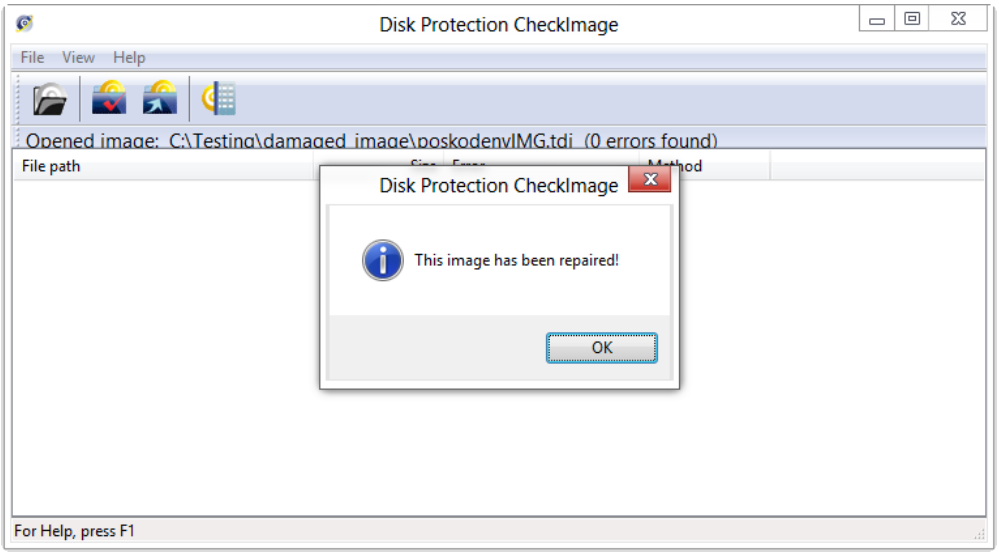
In general there are three types of errors that can occur:

- **Inconsistency in file allocation tables (FAT):** FAT table contains information about every file and directory stored in the image including the size and the exact position, where it is stored. In each image there are two FAT tables copies that have to be consistent. If just one FAT table is corrupted, you can save your data using the other table. If the FAT tables aren't consistent, CheckImage chooses for you the table with less errors. When you choose to repair the image, the FAT table inconsistency is repaired also.
- **Lost clusters:** Some sectors (the whole image is divided into sectors, each sector contains 512 bytes of data) in FAT table are marked as if they were filled with data, but they don't belong to any file in the image. These sectors are marked as free space by repairing of the image.
- **Damaged object(s):** A damaged object means either a file or a directory that contains errors. The repair method which will be used depends on the error(s) found in each damaged object. Some of them even can't be repaired and have to be deleted.

Information about errors in the image you have checked is in the line at the bottom of the application window.


Disk Protection CheckImage
File View Help
Opened image: C:\Testing\damaged_image\poskodenyIMG.tdi (6 errors found)
File path
Size
Error
Method
\INSTALL\IMAGES\advanced02.png 23 KB Crosslinked, Too long (1... Delete this item
\INSTALL\IMAGES\advanced03.png 21 KB Crosslinked, Too long (5... Delete this item
\INSTALL\IMAGES\advanced04.png 20 KB Too short (2 KB), Invalid ... Repair it
\INSTALL\SETUP\SETUP.ZIP 4.16 MB Crosslinked, Too short (... Delete this item
Errors: different FAT tables, lost clusters (2 KB in total), 4 damaged objects
For Help, press F1

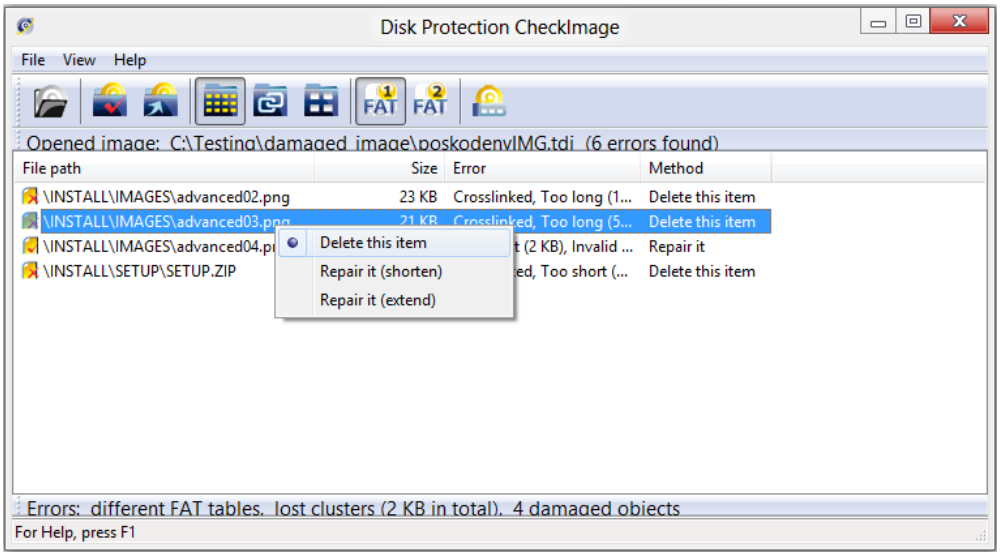
Damaged objects are listed in the table in the middle of the window. For each object there is information about its name (with the full path), size (just for files), errors and the method which will be used by repairing. More information about errors and relevant repair methods is on page **Description of error types in images.**



Now the last remaining action is to repair the image. The repaired image is closed in the end. «

17.4 Using CheckImage in advanced mode

When you switch to the advanced mode, you can, also as in the simple mode, **check an image**.


Disk Protection CheckImage
File View Help
FAT 1
FAT 2
Opened image: C:\Testing\damaged_image\poskodenyIMG.tdi (6 errors found)
File path
Size
Error
Method
\INSTALL\IMAGES\advanced02.png 23 KB Crosslinked, Too long (1... Delete this item
\INSTALL\IMAGES\advanced03.png Crosslinked, Too long (5... Delete this item
\INSTALL\IMAGES\advanced04.p (2 KB), Invalid ... Repair it
\INSTALL\SETUP\SETUP.ZIP ed, Too short (... Delete this item
Delete this item
Repair it (shorten)
Repair it (extend)
Errors: different FAT tables, lost clusters (2 KB in total), 4 damaged objects
For Help, press F1

Additional features in the advanced mode (compared to the simple mode):

- CheckImage lets you choose on which **FAT table** you want to base the image check and repair.
- You can also **change** what you want to do with wrong files and directories (if there are more possibilities to choose from).
- There are **three different views** you can use to change the actions to take during the reparation.
- You can directly **format an image** if it is too corrupted.

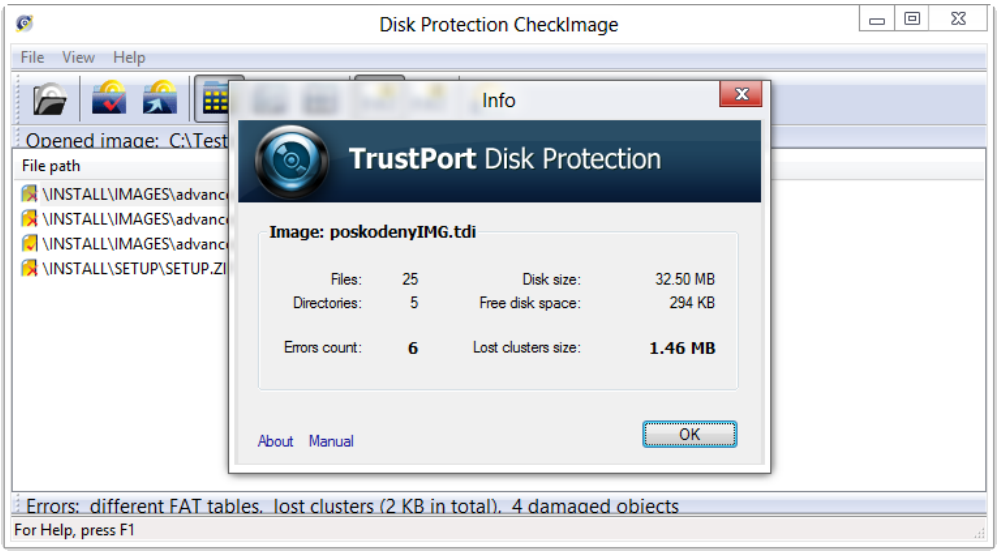
Advanced mode is for experienced users only! If you didn't understand something from this part of the manual, it would be better to read the part of the manual about the simple mode first. «

17.4.1 Check an image in advanced mode

Checking of an image consists of a few steps:

1. Choose the image file from a standard file open dialog.
2. Type in your authentication data necessary to open the image.

Information dialog appears that presents you the results of the performed check:

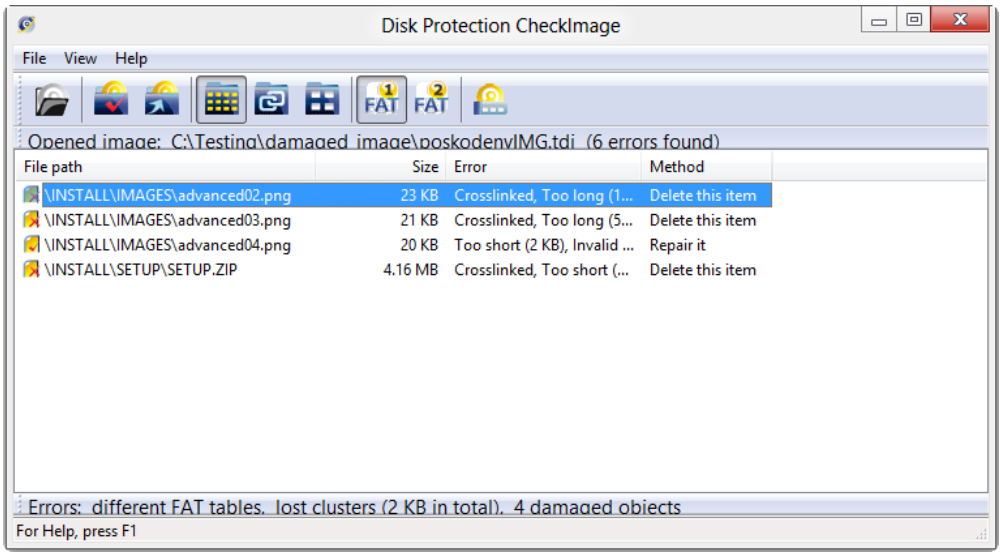


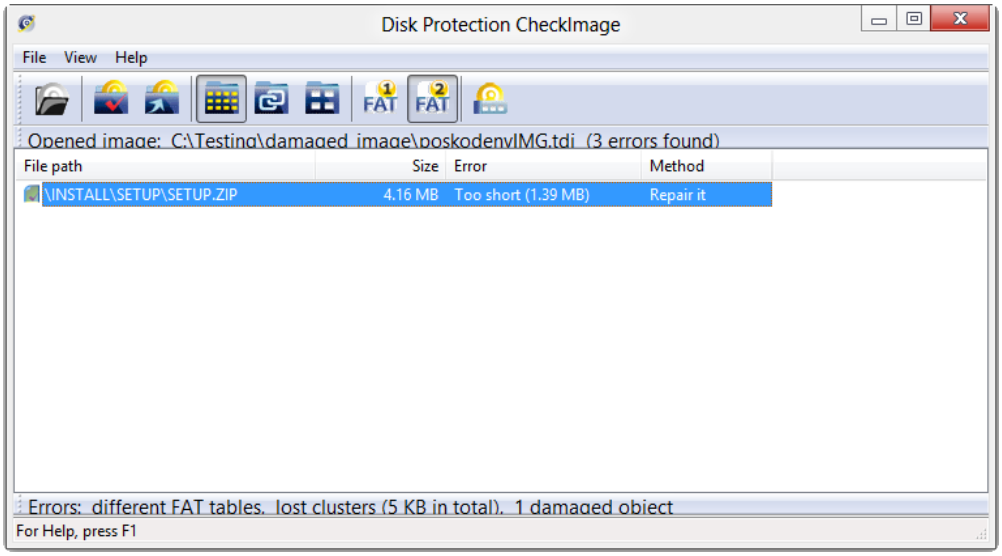
There is more information about errors found in the checked image on a line at the bottom of the window. Basically there are three kinds of errors:

- **Inconsistency in file allocation tables (FAT):** FAT table copies are not exactly consistent. CheckImage chooses for you the table by which less errors were found, but you can later select the determining **FAT table** yourself. When you choose to repair the image, the selected FAT table will be copied over the other.
- **Lost clusters:** Some sectors are marked as if they were filled with data, but they don't belong to any file in the image. These sectors are marked as free space by repairing of the image.
- **Damaged object(s):** A damaged object means either a file or a directory that contains errors. The repair method which will be used depends on the error(s) found in each damaged object. Some of them even can't be repaired and have to deleted. «

17.4.2 Choose the FAT table

If there is an inconsistency in FAT tables, in advanced mode you can choose which of them you want to use by repairing. The actual selected FAT table toolbar button is pushed down. If the FAT tables are consistent, the buttons for selecting them are disabled. When you switch actual FAT table, CheckImage shows you the results from check based on the newly selected table that can be completely different from the previous results.





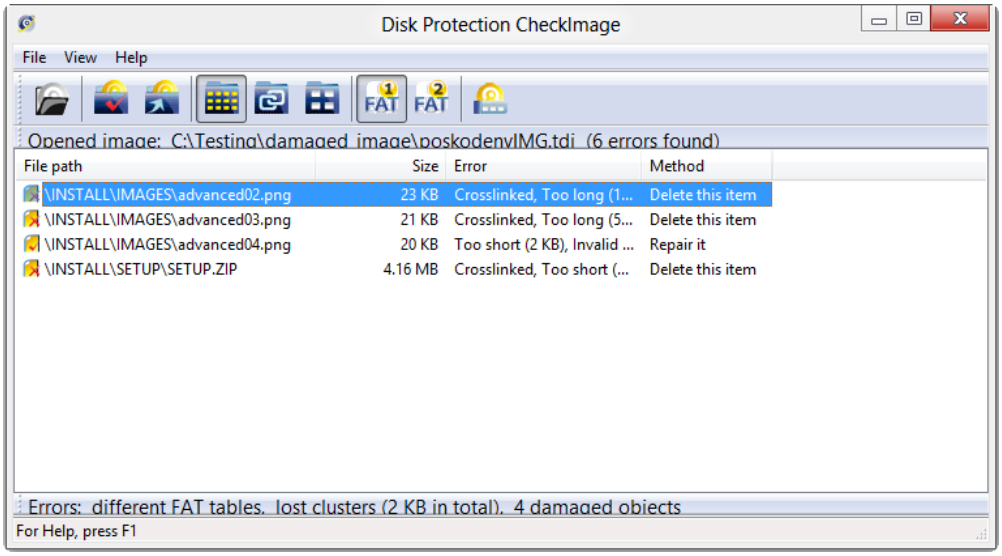
Any changes that you made in the previous results won't get lost, you can continue to edit it after that you eventually switched back again. «

17.4.3 Different view modes

CheckImage offers you three different view modes

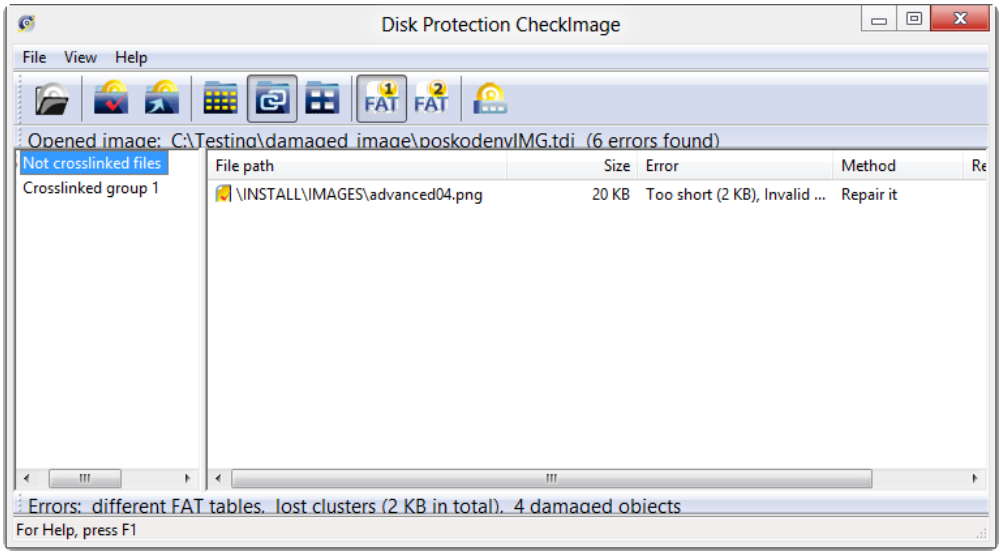
- **All errors**

In this basic view you can see all wrong items in one list. Each line contains the path of the wrong item, its size, **errors** (separated by comma) and method which will be used by repairing. You can sort the list by several columns by clicking on their header buttons.



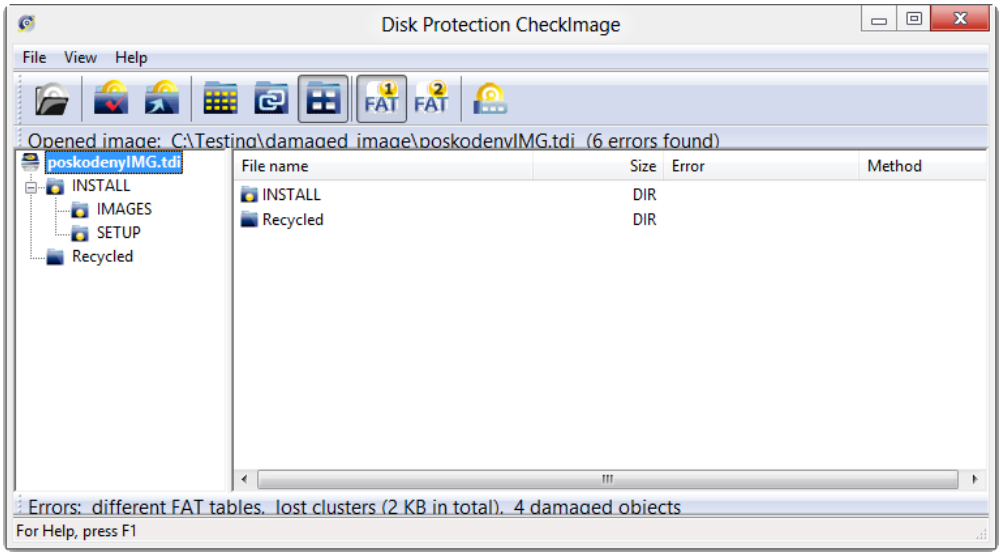
- **Crosslinked groups**

Some files or directories in the image can be crosslinked together, see **Description of error types in images**. On the left side of this view you can select which group of such together crosslinked items you want to see, on the right side there is a list of items you selected. There is one more column with information about priority by repairing and the items are sorted by this priority. This priority is related just to items that are going to be repaired. You can **change** the priority. Irreparable items are right at the bottom of the list.



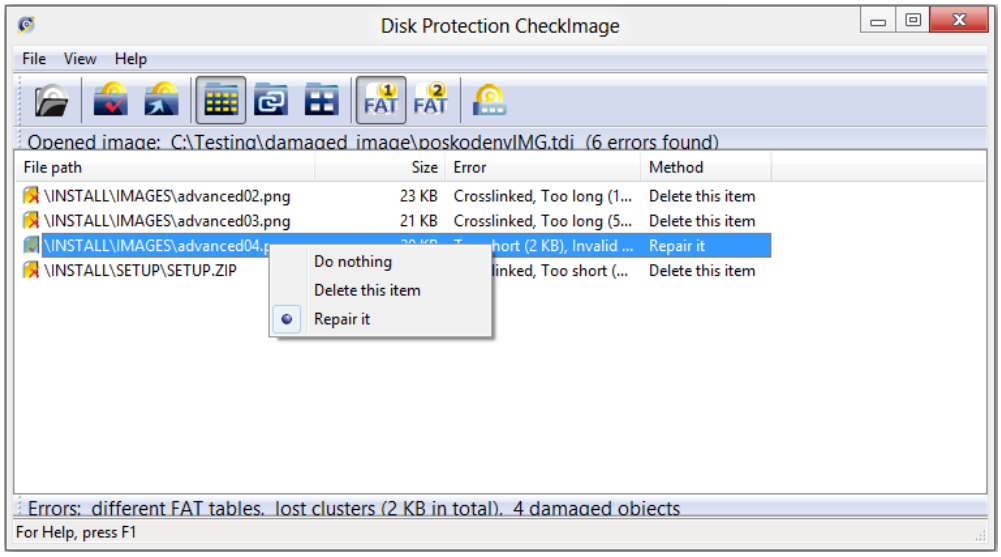
- **All files**

This view is intended for browsing through the entire disk. It shows you not only the erroneous items but also the others. For simpler browsing there is a tree view on the left side showing the directory structure. Each directory has an icon indicating whether it contains any errors inside (eventually that the directory is wrong itself). «



17.4.4 Change the repair settings

In advanced mode it is possible to change the action that will be carried out by repairing. When you right-click on an item in the list, a context menu appears where you can select the action to make. In the **All files** view you can set also an errorless file or directory to be deleted.

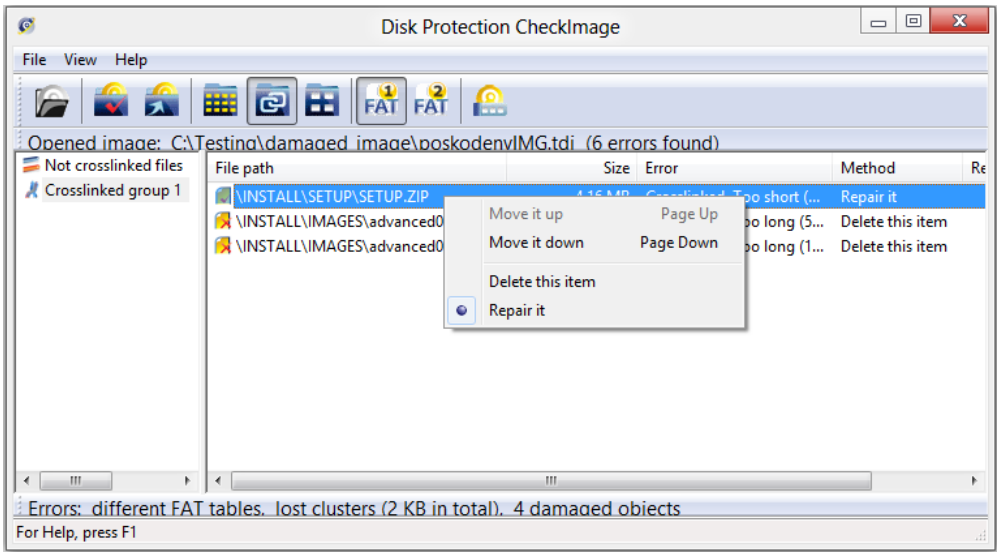


When you change selected action for a damaged item, no data is deleted or repaired or any other action made at that moment, but after clicking on **Repair image** from toolbar or **Repair errors** from File menu.

When you set a directory to be deleted, new check in the background is performed excluding the content of that directory. **Any of your changes won't get lost.** Similarly when a directory is set to be deleted and you choose another action, the image is checked again including the content of that directory.

You can also select more list items at once.

If you are in the **Crosslinked groups** view and if you right-click on an item which is selected to be repaired, you get two more menu items for changing the repairing priority: **Move up** to higher priority and **Move down** to lower priority. «



17.4.5 Repair errors

When you are ready with editing of repairing actions, you can finally do the actual repair by clicking the toolbar button, or File -> **Repair errors** menu item. If you don't want to do it right now, you can, of course, close the image without repairing it.

After repairing, the image remains opened.

All changes made in this image are logged into the file CheckImage.log located in the log directory. «

17.4.6 Format an image

This action is accessible only in advanced mode. If you find out that an image is too corrupted, you can format it directly using CheckImage.

NOTE! By formatting an image file, all data on this disk will be lost!

In CheckImage you can't change any properties (size, encryption algorithm etc.) of image when you format it. If you want to change it, use Image Editor. «

17.5 CheckImage FAQ

- **When should I use CheckImage?**

  Similarly as Windows check your harddisk whenever you shutdown your system not properly, you should check your disk in this case. Disk Protection images are unmounted by logging out from Windows, so you don't have to check your disk if your system freezes after you log out. On the other hand data in the image can be also corrupted some other way than just by unsafe unmount (force unmount - see Disk Protection options). So if you have on your image valuable data, you should check your image from time to time during normal usage (at least once a month).

- **How can I prevent from errors in my images?**

  There are basically two ways how your image can be corrupted that you can in some cases prevent. The first way is as mentioned before when you shutdown the system without unmounting your image (which is done automatically by logging out). Sometimes you can avoid it but not always. The other way is when the disk or other medium on which is your image stored is somehow damaged. Hence you shouldn't store your image with some valuable data on an old and erroneous harddisk for instance.

- **What is the meaning of the texts in the "Error" column?**

  Each row contains a comma-separated list of errors that were found to this wrong item. See **Description of error types in images**.

- **When I try to check an image, just a message "This file is already opened!" appears. What's wrong?**

  This message means that you try to check an image that is currently in use. In most cases is the problem that you haven't unmounted your image before you check it using CheckImage. You can't check an image that is mounted at the same time!

- **For what reason are there in the advanced mode the "FAT 1" and "FAT 2" buttons? I've opened an image but they're always grayed out.**

  These buttons can be used only if there is an inconsistency in FAT tables. Than you can switch between these two FAT tables (you choose the relevant one for repairing). If the FAT tables are consistent there's no reason to choose one of them, so the buttons are grayed out. More information about choosing the FAT table can be found **here**.

- **What can I do when CheckImage reports that "This image is far too corrupted, it can't be checked!"?**

  This image is so corrupted that it can't be checked and also it can't most likely be mounted. In this case there's unfortunately no way to rescue your data saved in this image. You can just format it or create a new image.

- **If I try to run CheckImage on my CD-ROM, it displays an error in access to this file. What's happened?**

  This version of TP CheckImage requires Read-Write access to take control of the image. However CD-ROM device is designed for read-only usage therefore you can't repair images stored on CD-ROM. If you need to do this, copy your image to writable media and try the operation again. «

18 TrustPort Antivirus FAQ

- **Why do I need to restart the computer after the installation?**

  For higher security of your computer it is better if the computer is restarted and the On-Access Scanner is loaded into the memory right after rebooting.

- **The On-Access Scanner does not work after start. What shall I do?**

  Go to the Antivirus Settings and check if the On-Access Scanner is active. If not, activate it. Another possibility is that your license of this product has expired; in that case contact our technical support.

- **When executing the On-Demand Scanner, a window announcing that I have a trial version pops up. Can I switch it off somehow?**

  No, this window cannot be switched off, but if you buy the full version of this software, this window will not appear.

- **How often is the update needed?**

  It is recommended to perform the update every day, preferably using the scheduler. This way the update will be done automatically.

- **When I launch the update, an alert that connection to a server failed is shown. What shall I do?**

  Check whether your internet connection works (e.g. you can load the www.trustport.com webpage in your web browser). In case it doesn't work, contact your internet service provider. If everything works fine, maybe there's a proxy server in your network and you haven't configured the updating correctly. Ask your network administrator what are the settings for connecting through your proxy server and fill it in the **proxy server settings**.

- **After installing the TrustPort Antivirus several programs are freezing all the time. What's the problem?**

  It seems that you have overlooked the installation instructions and you have got one more antivirus product together with TrustPort Antivirus installed. When you uninstall the other product, everything should work fine.

- **Why is it impossible to have the TrustPort Antivirus with some other antivirus software on a computer at the same time installed?**

  This is impossible because of the technical details of the solution of the On-Access Scanner. Any two antivirus programs can't be run simultaneously, so this is no special requirement of the TrustPort Antivirus.

- **I've installed TrustPort Antivirus. It seems like my computer works slower than before. How is it possible?**

  One part of the antivirus solution is also the On-Access scanner. It means that this program runs in the background and checks for viruses all the data you are working with. Such a protection slightly slows down the computer, of course. For the highest performance while keeping reasonable level of security, set the On-Access Scanner this way:

  On the Options tab set scanning of Selected files with following extensions and switch off Use heuristic methods.

- **What is the On-Demand Scanner good for, when the computer is guarded by the On-Access Scanner constantly?**

  In the On-Demand Scanner we use several advanced techniques to reveal viruses that can't be used in the On-Access Scanner because they are too time-consuming. Therefore the On-Demand Scanner is more effective. We recommend to use it e.g. for checking files downloaded from the Internet from a not very reliable source.

- **What are logs good for?**

  Logs are records about all program activities. They are used mostly by system administrators. A regular user doesn't have to care about them.

- **I received a license key for the TrustPort Antivirus, what shall I do with it?**

  Click the right button on the quick launch icon in the right bottom corner of the screen and choose the Configure item in the antivirus menu. When a window opens, choose Register license from the General Settings dropdown menu. Find the file with the license key in a dialog and press Open. In the following dialog information about the license key is displayed. Finish the product registration by pressing the Import button. The changes aren't applied until you close all windows of the TrustPort Antivirus!

- **The TrustPort Antivirus found a virus and moved the infected file to the quarantine, but I cannot find it there. What should I do with it?**

  You had probably opened the user interface before. Click on the Refresh button and the quarantine content will be loaded from the disk. The quarantine content isn't automatically refreshing because of the situation when the quarantine contains many files.

19 Technical support

Thank you for using the TrustPort Antivirus. If you wish to meet other products of our company, you can find all the necessary information on our web pages. If you have any comments or questions about the TrustPort Antivirus, please first read **Frequently asked questions (FAQ)** and visit our **website**. If you do not find answers there, use any of the contacts below.

Error announcement:

If you come across an error in the TrustPort Antivirus, you can announce it to some of the contacts below. Please, prepare the following information in advance:

- the exact description of error,
- the program version including the compile number (you will find this information in the *About* dialog window),
- which operating system you use, including its version.

Contact:

Address:	TrustPort, a.s.
	Holandská 2
	639 00 Brno
	Czech Republic
Web:	**www.trustport.com**
E-mail:	**info@trustport.com**
	support@trustport.com